



## AUSTIN-TRAVIS COUNTY EMERGENCY MEDICAL SERVICES ADVISORY BOARD MEETING



RBJ HEALTH CENTER, 2<sup>ND</sup> FLOOR  
ATCEMS, SITUATION ROOM  
15 WALLER STREET, AUSTIN, TEXAS

November 6, 2013  
9:30 a.m. - 11:30 a.m.

### **AGENDA**

#### **ITEM**

- 1) Call to Order
- 2) Quorum Determination
- 3) Review and approve minutes of previous meeting
- 4) Receive Citizen Communications/Comments
- 5) Review Last Quarter's System Reports
- 6) EMS Department/OMD plans and progress for reducing paramedic vacancies
- 7) Update of Community Health Paramedic Program (deferred until Feb 2014 Meeting)
- 8) Receive updates from System Agencies Representatives:
  - a) Austin EMS Department: James Shamard, Chief of Staff
    - i) Best Practices
    - ii) Safety
  - b) Travis County Emergency Services: Danny Hobby, Executive Manager
    - i) Interlocal Agreement Status
    - ii) Unified Fire Service Status
    - iii) STAR Flight
  - c) Austin Fire Department: Harry Evans, Chief of Staff
    - i) Update on auto-aid coalition status
  - d) Emergency Services Districts: Ron Moellenberg, CAFCA President
    - i) Update on roll-out of ESD common data warehouse
- 9) Set Meeting Dates for 2014
  - a) Proposed: Feb 5; May 7; Aug 6; Nov 5
- 10) Election of Officers for 2014
- 11) Other business
- 12) Adjourn

**AUSTIN – TRAVIS COUNTY EMS ADVISORY BOARD  
MEETING MINUTES**

**WEDNESDAY, August 7, 2013**



**The Austin – Travis County EMS Advisory Board convened on August 7, 2013,  
15 Waller Street, in Austin, Texas at 9:30 a.m.**

**Board Members in Attendance:** Mark Clayton, Hector Gonzales, Paula Barr, Chris Ziebell, Vard Curtis, Richard Jung

**Board Members Absent:** Bob Taylor, Susan Pascoe

**Other Attendees:** Ernesto Rodriguez, James Shamard, Jasper Brown, Vivian Holmes, Keith Simpson, Paul Hinchey, Jose Cabanas, Jeff Hayes, Danny Hobby, Casey Ping, Terry Browder, Harry Evans, Anthony Marquardt, Kerri Lang, Rick Branning, Bob Moore, Andy Hofmeister, Jamilatu Zakari

**1. CALL TO ORDER – August 7, 2013**

The meeting was called to order at 9:30 a.m.

**2. QUORUM DETERMINATION**

A quorum was met and the meeting proceeded.

**3. REVIEW AND APPROVE MINUTES OF PREVIOUS MEETING**

**Motion:** The minutes for the regular meeting of February May 1, 2013 were approved on Board Member Curtis' motion, Board Member Barr's second on a 6-0 vote.

**4. RECEIVE CITIZEN COMMUNICATIONS/COMMENTS – None**

**5. RECEIVE UPDATE ON NEW BOARD MEMBER ORIENTATION**

- Board Members Curtis and Jung received board member orientation and agreed that the training was helpful. Chief Jasper Brown provided the training and offered to do a higher level training. Dr. Curtis agreed that additional training would be valuable. Vice Chair Clayton recommended using meeting time to do the additional training for all board members. The first level of training will stay updated so that any new members coming in can receive similar training. Dr. Hinchey and Mr. Hobby will also provide a piece to the orientation and will share that educational component with Board Members Curtis and Jung.

**6. RECEIVE UPDATE ON EMS CAAS ACCREDITATION**

- ATCEMS was awarded with CAAS Accreditation on July 31, 2013. ATCEMS Quality & Compliance Manager Keith Simpson shared information about ATCEMS receiving the accreditation. On July 31<sup>st</sup> a presentation was made to Mayor Leffingwell by CAAS Executive Director Sarah McEntee. Mr. Simpson talked about what it means for an ambulance service to receive this accreditation. The application process will occur every three years in order to maintain the accreditation. Moving forward, the department will be working on Baldrige as well

as the Quest for Excellence. ATCEMS is also accredited in Communications through the National Academy of Emergency Dispatch and STAR Flight is accredited through CAMTS. Board Members thanked Mr. Simpson and staff for undergoing the CAAS process and moving towards this excellence.

## **7. RECEIVE UPDATE ON FY-2014 PROPOSED CITY OF AUSTIN EMS BUDGET AND UNMET NEEDS**

- EMS Assistant Director Kerri Lang provided an update on the proposed FY2014 EMS Budget presentation and noted that the proposed budget will be available to view online later today.
  - Major Accomplishments
  - Sources and Uses of Funds
  - Revenue Highlights
  - Budget Highlights
  - Occupational Nurse in the Safety Division and Wellness will be a focus
  - Expense refunds – for special events, the department receives a payment from other entities for services. Billing payments go directly to the General Fund.
  - September 9<sup>th</sup> - September 11<sup>th</sup> the Council will vote on the budget.
- Unmet Service Demands - Kerri Lang reviewed the list.
  - Continuing Education Training: We only have the number of staff to cover EMS Operations needs for citizens; therefore ATCEMS has to provide overtime in order to compensate employees for time spent in continuing education classes. Dr. Hinchey gave an overview of why the training is necessary and aside from having medics on the trucks; CE is the next top importance. Board Member Curtis suggested having a person provide training at the stations during their down time. Chief Shamard explained options that have been tried, but didn't work. Some education is done on-line while medics are at the station and in Communications, but certain training needs to be in the classroom. Board Member Ziebell said something this important should be covered in the base budget.
  - Request for Demand Unit: Chief Shamard reviewed. This is needed during the high-peak times.
  - Cardiac Arrest Survival Rates: Chief Shamard reviewed. Continuing to educate the public through by-stander CPR. Board Member Jung offered to provide help by outreach to other areas of the community. Dr. Hinchey talked about the importance of Take 10 and educating the public through train the trainer. The Office of the Medical Director has been participating in the Cities of Service. OMD has translated all of the CPR Program into Spanish in order to reach the Hispanic community. This new process can be provided to other cultures in the community. Take Heart Austin's goal is by the year 2022 to train half the population. CPR Anywhere – the Mayor's Program is for citizens to call any Austin City fire station and request CPR training.
- Community Health Paramedic Program: Board Member Barr fully supports this program and asked if there is data to support it. The additional funds are needed because there are more needs in the community to be met and additional staff is needed in order to provide this type of care. Current staffing is three FTE's; a Commander, one Captain and one Medic. The program assists frequent users of the system by providing resources to them. This would be an investment in the system to better serve the community. Dr. Hinchey, Commander Hofmeister and Board Member Ziebell all work closely with the Community Health Collaborative and discuss how to better serve the community. This program saves unnecessary transports to the hospital.
- Chief Shamard gave a briefing of the last three items on the list:
  - Patient Customer Service Program

- Clinical Information System Support
- Medical Supply Warehouse and Distribution Staffing

After discussing the list, Board Members agreed that the top priorities are CE Training, Cardiac Arrest Survival Rates and the Community Health Paramedic Program. However, the board motioned to have full funding of unmet needs.

**TABLED MOTION:** The Board moved for Vice Chair Clayton to serve as a proxy to communicate out to Council and Commissioners via letter form that will go out on behalf of the Advisory Board. Board Member Ziebell motioned, Board Member Gonzales second on a vote of 5-0.

**MOTION:** Board Member Jung suggested to issue a communication to City Council and Commissioners Court in conjunction with the three items of priorities: CE Training, Cardiac Arrest Survival Rates, Community Health Paramedic Program and include an in-person appeal to Council and Commissioners. Vice Chair Clayton will serve as proxy on the board's behalf to draft a letter; Board Member Barr motioned, Board Member Gonzales second on a 5-0 vote.

- Board Members discussed the contents of the letter they plan to send to Council and Commissioners. The letter will be drafted and circulated to board members for input through City email. Any feedback from Board Members will be sent to Chief Shamard. The letter will be sent to Commissioners and Council.
- ATCEMSEA Chair, Tony Marquardt said he will also be writing a letter to support the current budget and unmet needs.

## **8. REVIEW LAST QUARTER SYSTEM REPORTS**

Chief James Shamard shared the system reports.

## **9. SYSTEMATIC REVIEW OF CARDIAC ARREST PROCESS**

- Dr. Hinchey provided a review. Looking across the spectrum to see if there are areas where we can improve. He would like to establish a standard for the rest of the nation to use.
- A new Associate Medical Director will be joining the Office of the Medical Director.

## **10. RECEIVE UPDATES FROM SYSTEM AGENCIES REPRESENTATIVES**

- EMS: James Shamard, Chief of Staff
  - Best Practices – Moved to future agenda.
  - Safety – Moved to future agenda.
- Travis County: Danny Hobby, Executive Manager
  - Interlocal Agreement - Mr. Hobby reviewed. The goal this year was to get away from a formula and look at direct costs for City and County. They will also be looking at utilization costs.
  - Addition of EMS resources
- Austin Fire Department: Harry Evans, Chief of Staff
  - Chief Evan's asked board members to review the data in the handout. The Austin Fire Department has reduced response times.
- Emergency Services Districts: Ron Moellenberg, CAFCA President
  - N/A - CAFCA Representative not in attendance.

## **11. OTHER BUSINESS**

- Trends in transport fees: Rick Branning, Program Manager provided board members with an informational data handout.
- Update on Community Health Paramedic Program: Commander and Program Manager, Andy Hofmeister, provided a handout and update.
  - There are currently three FTE's in this program. Their clients are the frequent users in the system that are medically stable and safe. The program provides community based follow ups with clients. They make contact with local resources that are relevant to the needs of the patient and then they are a conduit that connects the patient with resources. They monitor for 30-days and if no results are seen they will contact the particular resource(s) to see what else can be done. In some cases, those resources do not work out for the patient, and the Community Health Paramedic Program staff will provide an individualized plan for that patient to see how they can best serve their needs.

*More time is needed on the Community Health Paramedic Program and a follow up agenda item will be added to a future meeting.*

## **12. ADJOURN**

Vice Chair Clayton moved to adjourn the meeting at 11:31am; Board Member Gonzales motioned on Board member Ziebell's second on a 6-0 vote.

# Performance Report

## Period: FY2013 Q4

### Quarter Summary






Calls Received: 32,201

Incidents: 29,293

Responses: 34,139

Patient Contacts: 23,849

Patient Transports: 18,985

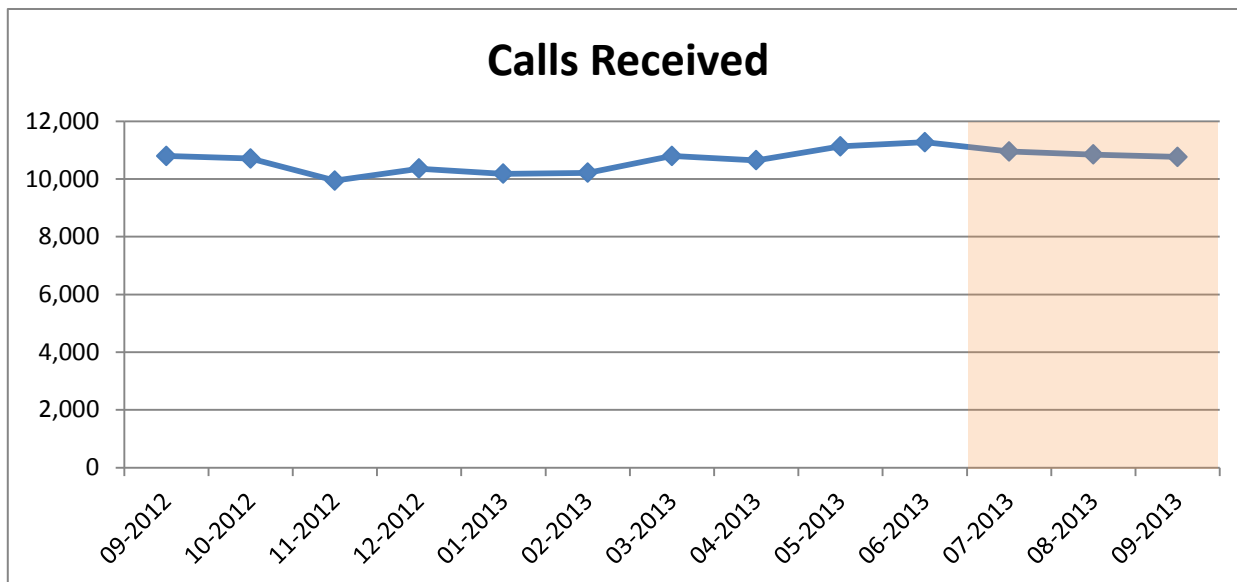
Priority 1		Priority 2		Priority 3		Priority 4		Priority 5	
Patients in need of time critical interventions		Patients with conditions that could require time critical interventions		Patients with conditions that are emergent but do not require time critical interventions.		Patients with conditions that are urgent but do not require time critical interventions.		Patients with conditions that are not time sensitive.	
Incidents	2,168	Incidents	8,692	Incidents	4,039	Incidents	11,144	Incidents	3,250
Responses	3,045	Responses	10,215	Responses	4,569	Responses	12,589	Responses	3,721
Patient Contacts	1,858	Patient Contacts	7,297	Patient Contacts	3,778	Patient Contacts	7,969	Patient Contacts	2,947
Patient Transports	1,386	Patient Transports	6,047	Patient Transports	3,119	Patient Transports	5,958	Patient Transports	2,475
Patient Transport Rate	82.75%	Patient Transport Rate	83.17%	Patient Transport Rate	82.58%	Patient Transport Rate	74.86%	Patient Transport Rate	85.23%
									
Response Time Performance									
City	(09:59)	City	(11:59)	City	(13:59)	City	(15:59)	City	(17:59)
All Responders	99.13%	All Responders	99.18%	All Responders	99.34%	All Responders	98.88%	All Responders	95.82%
ATCEMS	93.61%	ATCEMS	96.24%	ATCEMS	97.47%	ATCEMS	98.62%	ATCEMS	95.61%
County	(11:59)	County	(13:59)	County	(15:59)	County	(17:59)	County	(19:59)
All Responders	89.84%	All Responders	94.89%	All Responders	97.00%	All Responders	96.57%	All Responders	97.65%
ATCEMS	77.74%	ATCEMS	86.84%	ATCEMS	92.23%	ATCEMS	95.00%	ATCEMS	91.85%
System Response Time Indicator				= $\left( \frac{\text{Total On-Time Count}}{\text{Total Incidents}} \right) = 98.22\%$				Overall Patient Transport Rate	80.49%

- Notes:
- 1) Analysis limited to Priority 1-5 incidents that take place within the City of Austin or Travis County.
  - 2) Incidents that occur outside the county (i.e. mutual aid incidents) are excluded.
  - 3) Stand-bys (Priority 6) and other priority levels are excluded.
  - 4) Patient Contacts include ATCEMS Transports, DOS, Other Agency/Unit Transport, Patient Refusal
  - 5) Patient Transport Rate equals the count of transported patients divided by (total patient contacts minus patients deceased on scene).

# Communications Report

## FY2013 Q4

	Jul-13	Aug-13	Sep-13
Calls Received	10,592	10,845	10,764



### Overall Compliance with Medical Priority Dispatch Evaluation Criteria

Jul-13	Aug-13	Sep-13
98.94%	99.22%	99.94%

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## Performance Measure Summary

### STEMI

ST Segment Myocardial Infarction (STEMI) is myocardial Infarction (MI) with an electrocardiographic finding of ST segment elevation. MI is caused by an interruption of blood flow to one or more areas of the heart. The most common cause is a rupture of an atherosclerotic plaque which causes obstruction of coronary vessels. Each year, about 1.5 million people suffer a myocardial infarction. It is the leading causes of death in the United States and kills approximately 500,000 people. In 2010, the CDC estimates that heart disease will cost the United States \$316 billion dollars.

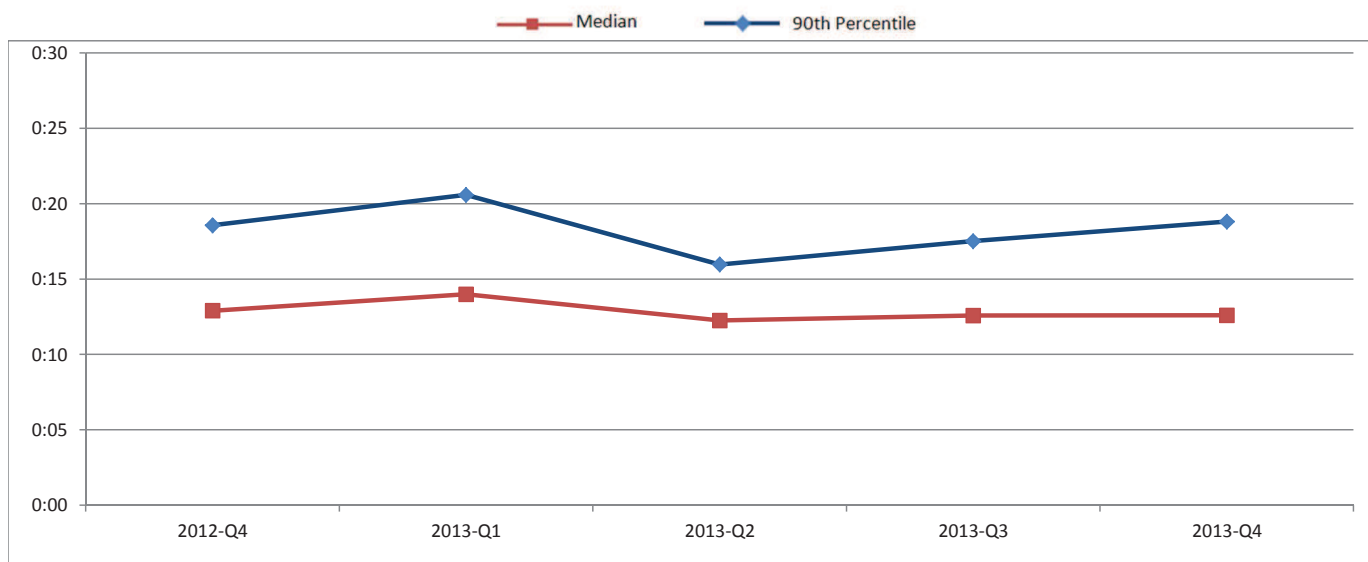
### ATCEMS Performance Measures

- Scene Time Compliance – Goal is 15 minutes
- Aspirin administration



## Scene Time Interval for STEMI Patients

Clinical Performance Indicator 3.4

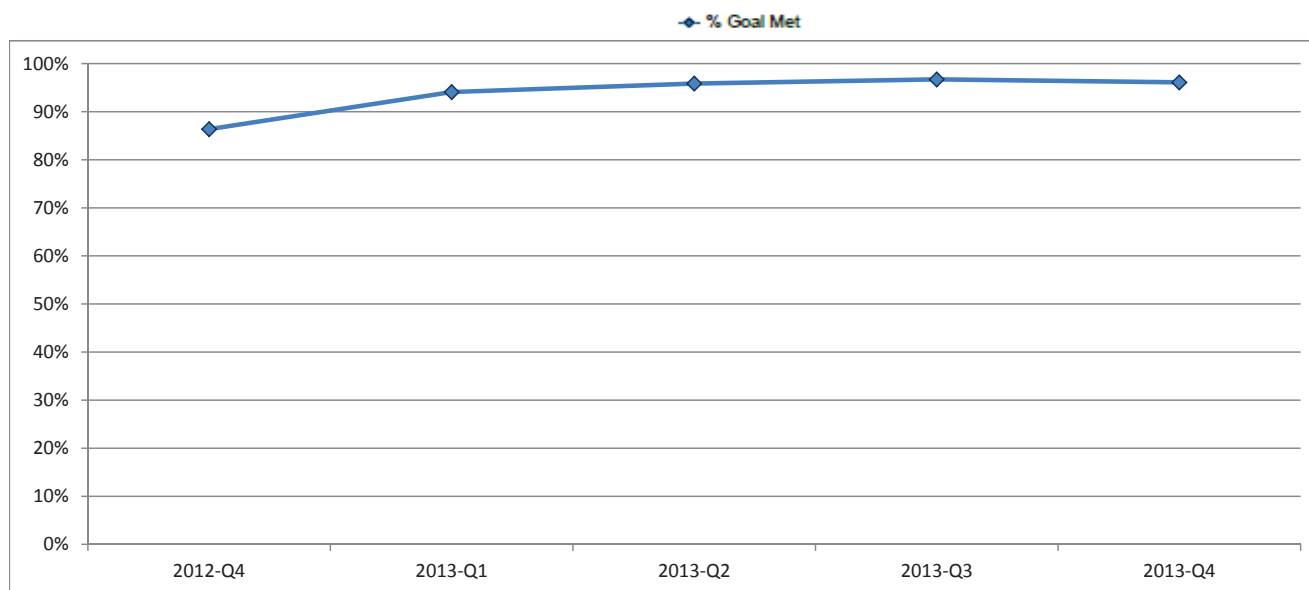


Fiscal Year	Quarter	Count - N	Count - P	90th Percentile	Median
2012	2012-Q4	36	<a href="#">32</a>	18:34	12:54
2013	2013-Q1	40	<a href="#">36</a>	20:35	14:00
2013	2013-Q2	46	<a href="#">41</a>	15:58	12:15
2013	2013-Q3	43	<a href="#">39</a>	17:31	12:35
2013	2013-Q4	42	<a href="#">38</a>	18:49	12:36

Austin-Travis County EMS

## Aspirin Administration in ACS Patients

Clinical Performance Indicator 4.3



Fiscal Year	Quarter	Count - Trips	Count - Goal Met	Percentage - Goal Met
2012	2012-Q4	264	<a href="#">228</a>	86.36%
2013	2013-Q1	439	<a href="#">413</a>	94.08%
2013	2013-Q2	601	<a href="#">576</a>	95.84%
2013	2013-Q3	607	<a href="#">587</a>	96.71%
2013	2013-Q4	613	<a href="#">589</a>	96.08%

Austin-Travis County EMS

## Performance Measure Summary

### Stroke

A stroke is the loss of neurologic function due to alterations or disturbances in the blood supply to the brain. When blood flow is stopped for more than a few seconds, brain cells begin to die, causing permanent damage. Each year, about 795,000 people suffer a stroke. It is the third leading cause of death in the United States and kills 143,579 people each year and is the leading cause of serious, long-term disability. The total cost of stroke to the United States is estimated at \$43 billion dollars.

There are two types of stroke:

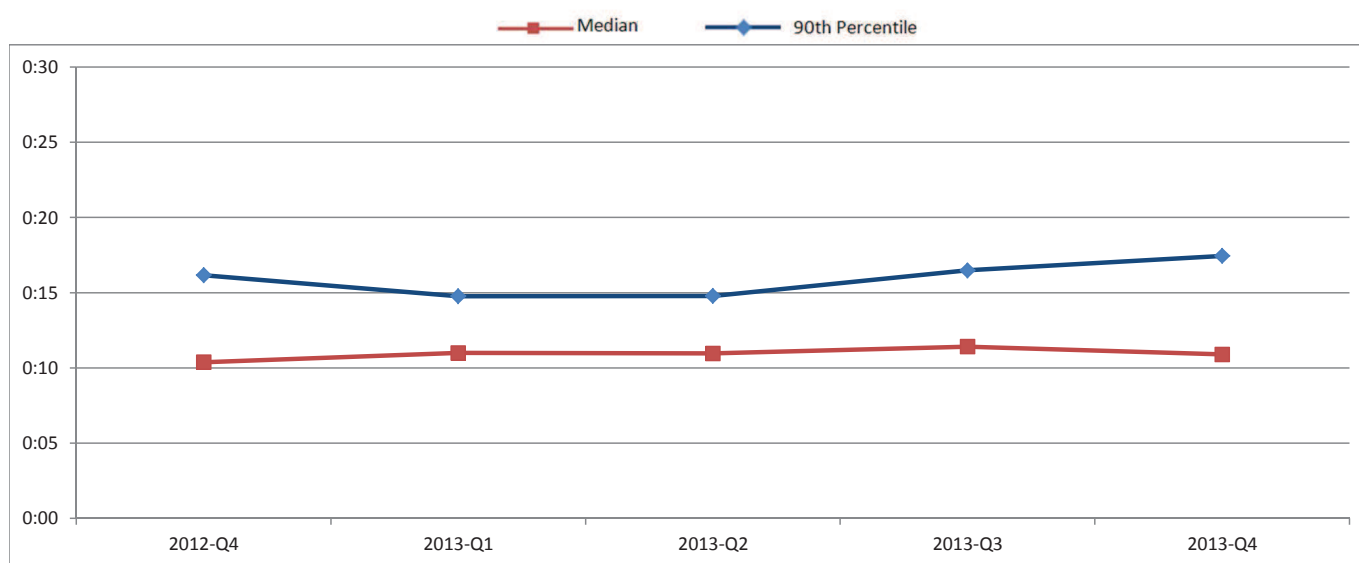
- Ischemic – Ischemic stroke occurs when a blood vessel becomes obstructed and interrupts blood supply. 87% of strokes are classified as ischemic.
- Hemorrhagic – Hemorrhagic strokes are caused by a ruptured blood vessel or abnormal vasculature. This type of stroke accounts for nearly 30% of all stroke deaths.

### ATCEMS Performance Measures

- Scene time compliance – Goal is 15 minutes
- Blood glucose assessment

## Scene Time Interval for Stroke Patients

Clinical Performance Indicator 2.4

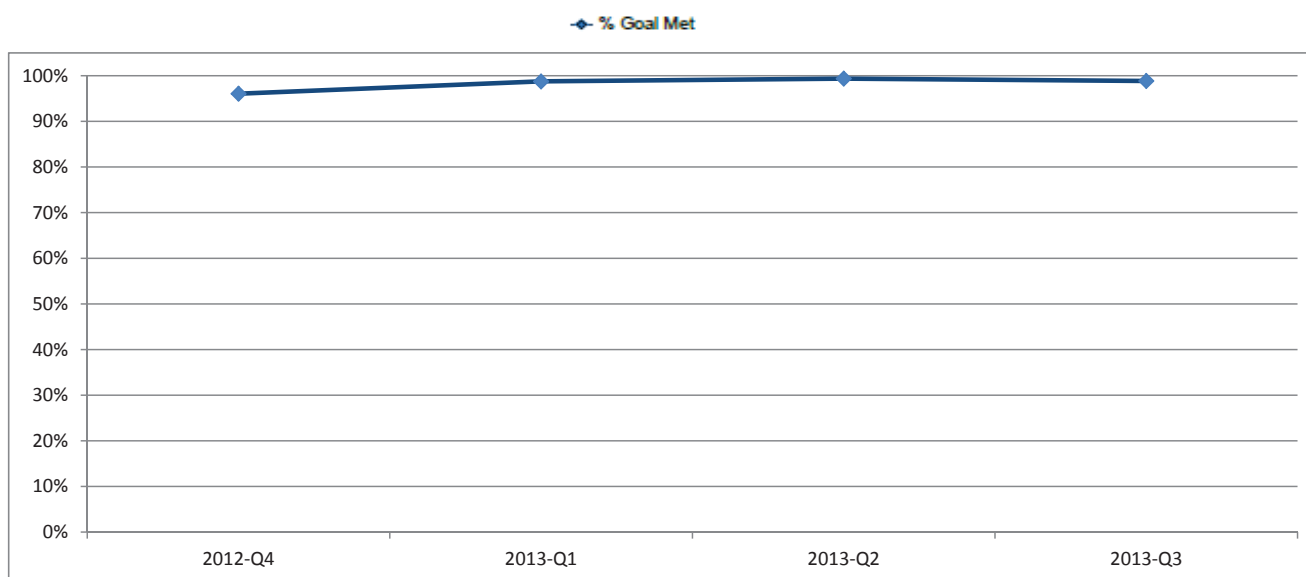


Fiscal Year	Quarter	Count - N	Count - P	90th Percentile	Median
2012	2012-Q4	109	98	16:10	10:23
2013	2013-Q1	106	95	14:46	11:00
2013	2013-Q2	105	95	14:47	10:58
2013	2013-Q3	111	100	16:29	11:25
2013	2013-Q4	93	84	17:27	10:54

Austin-Travis County EMS

## Blood Glucose Level in Stroke Patients

Clinical Performance Indicator 7.2



Fiscal Year	Quarter	Count - Trips	Count - Goal Met	Percentage - Goal Met
2012	2012-Q4	152	146	96.05%
2013	2013-Q1	159	157	98.74%
2013	2013-Q2	157	156	99.36%
2013	2013-Q3	173	171	98.84%
2013	2013-Q4	146	144	98.63%

Austin-Travis County EMS

## Performance Measure Summary

### Customer Satisfaction

Exemplary patient care and customer service are two important aspects of the A/TCEMS operational model. One measure of customer satisfaction is the Call to Door interval. The Call to Door interval is the amount of time it takes A/TCEMS to receive a 911 request, dispatch, respond, treat, and transport a patient.

### ATCEMS Performance Measures

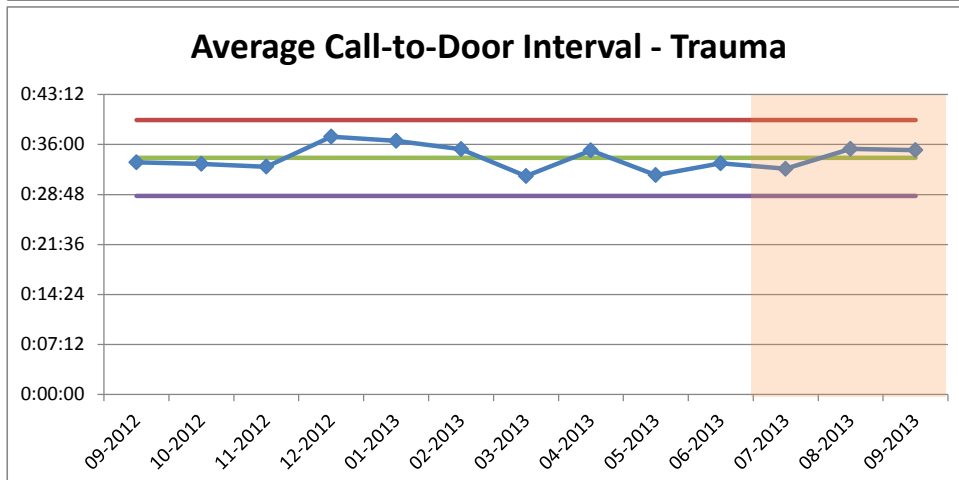
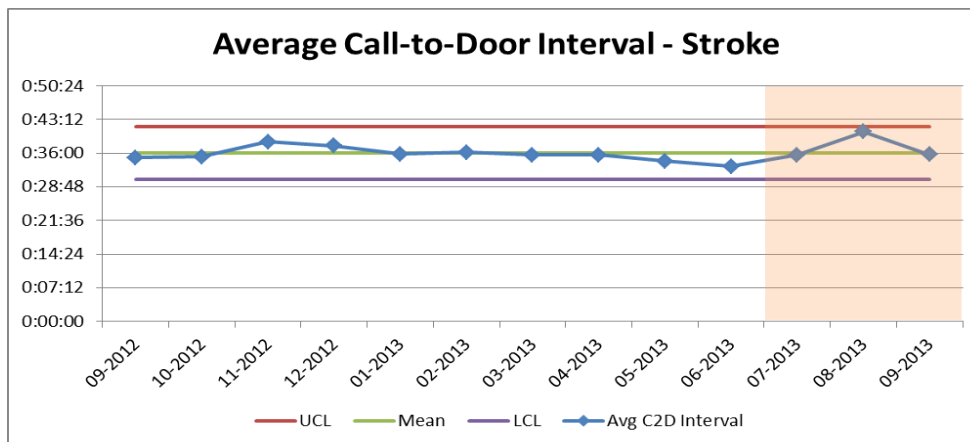
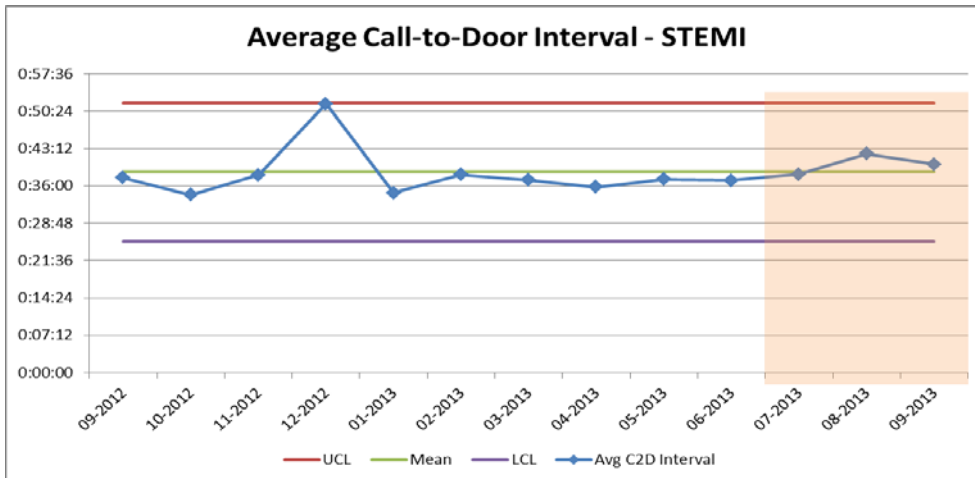
- STEMI – Call to door interval
- Stroke – Call to door interval
- Trauma - Call to door interval

# Customer Satisfaction Report

## FY2013 Q4

Jul-13 Aug-13 Sep-13

Avg Call to Door Interval-STEMI	0:37:05	0:38:17	0:42:12
Avg Call to Door Interval-Stroke	0:35:36	0:40:33	0:35:46
Avg Call to Door Interval-Stroke	0:32:29	0:35:22	0:35:10



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**FY13 Q4 - First Responder Fractile Report  
(From EMS Phone pickup to Fire First Unit Arrival)  
EMS Priority 1 & 2 incidents**

Location	Case base	% arriving within 08:15 minutes	90th percentile for quarter		
			Current	1 Yr ago	2 Yrs ago
ESD01 North Lake Travis	112	49%	15:01	14:51	16:34
ESD02 Pflugerville	459	80%	09:39	09:19	09:15
ESD03 Oak Hill	68	82%	09:27	08:47	08:36
ESD04	90	56%	12:36	13:25	12:35
ESD05 Manchaca	62	87%	08:47	09:57	10:56
ESD06 Lake Travis FR	221	76%	13:54	09:29	11:43
ESD08 Pedernales	34	53%	11:27	13:09	16:34
ESD09 Westlake	37	81%	08:38	09:10	08:10
ESD10 Ce-Bar	20	80%	10:41	14:29	08:43
ESD11 Travis County FR	149	46%	12:02	10:32	11:19
ESD12 Manor	170	49%	13:58	13:07	12:57
ESD13 Elgin	5	0%	20:35	18:31	--
ESD14 Volente	9	56%	10:30	11:23	13:26
<b>County - City comparison</b>					
All ESDs	1,436	68%	11:57	11:11	11:21
AFD	7,838	87%	08:41	08:43	08:30
County-wide	9,274	84%	09:15	09:07	08:54
<b>Travis County ESDs By Region</b>					
East	709	70%	11:42	10:53	10:25
South	211	58%	11:33	10:12	11:16
West	393	74%	11:51	10:41	10:41
Northwest	123	50%	14:55	14:38	15:55
<b>Case base excludes:</b> <ul style="list-style-type: none"> <li>- Incidents where calltaking was performed by agency other than EMS</li> <li>- Incidents where EMS was already onscene before First responder assigned to call</li> <li>- Test and duplicate calls, per EMS cancel reason</li> <li>- Incidents where no units were assigned and/or no arrival times recorded.</li> </ul>					
<b>NOTES:</b> Locations are based on EMS jurisdiction codes. Unit stage time was substituted for arrival time if the first-in unit had a stage timestamp greater or equal to enroute time but less than the arrival time (if any). Percentiles use a calculation method (waverage) that is more accurate for small case bases than the standard method.					

\*Updated October 2013



# **Austin-Travis County EMS System**

## **Cardiac Arrest Survival Rates** (thru June 2013)

# Current CARES Sites

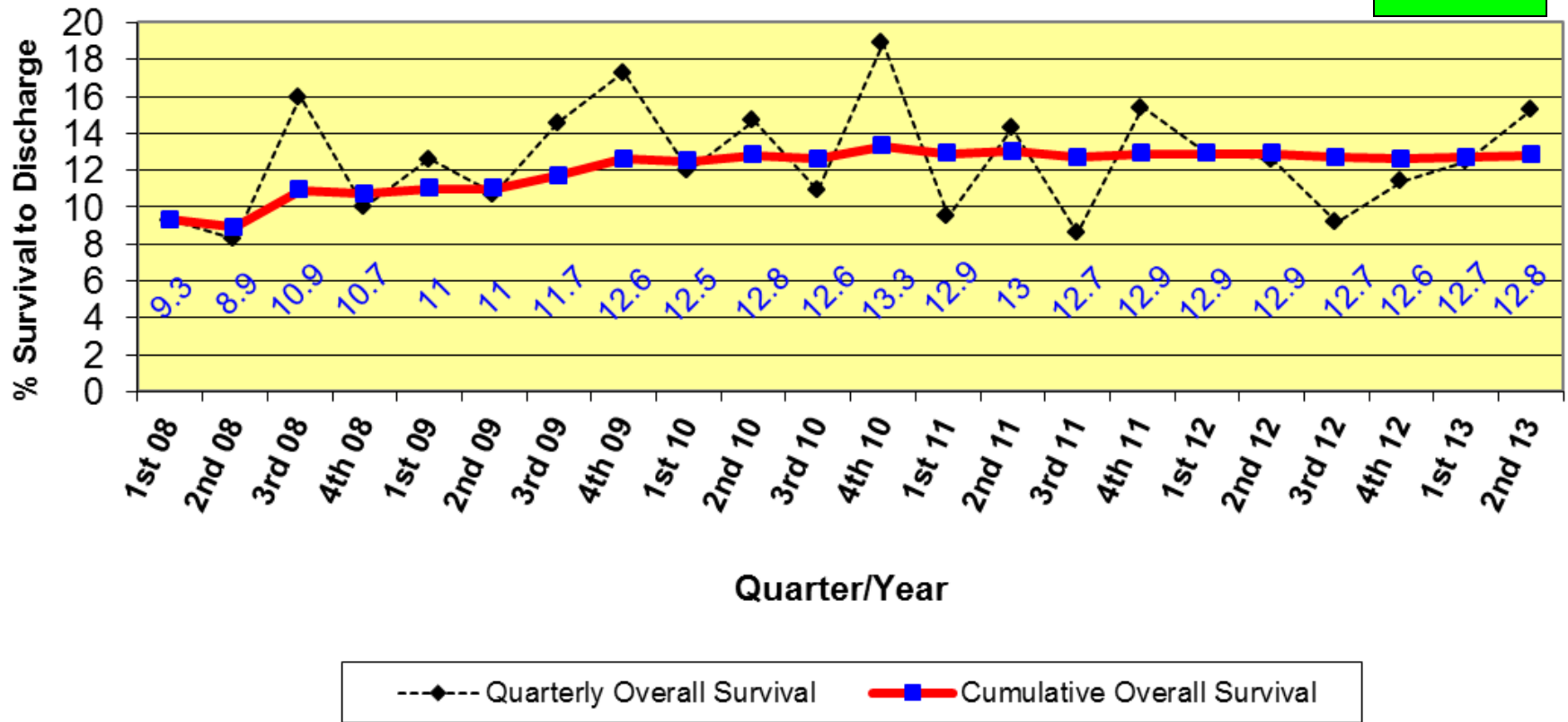
- Anchorage, AK
- Arizona (state)
- Contra Costa, CA
- San Francisco, CA
- Santa Barbara, CA
- San Diego, CA
- Ventura County, CA
- Colorado Springs, CO
- Denver, CO
- El Paso County, CO
- Stamford, CT
- New Castle Co., DE
- Miami, FL
- Atlanta, GA
- Kansas City, KS
- Sedgwick Co, KS
- Boston, MA
- Cambridge, MA
- Springfield, MA
- Oakland County, MI
- Kent County, MI
- Minnesota (state)
- North Carolina (state)
- Las Vegas, NV
- Reno, NV
- Arizona (state)
- MONOC, NJ
- Ohio (state)
- Hershey, PA
- Hilton Head, SC
- Sioux Falls, SD
- Nashville, TN
- Austin, TX
- Baytown, TX
- Fort Worth, TX
- Houston, TX
- Plano, TX
- Richmond, VA

# Definitions

- CARES – a national out of hospital cardiac arrest registry based at Emory University; it only includes patients who have an out of hospital cardiac arrest that is deemed likely due to a cardiac type of problem.
- Overall Survival – the proportion of patients for whom resuscitation efforts were attempted and who survived to hospital discharge
- Utstein Survival – the proportion of patients who had a witnessed cardiac arrest (excludes EMS witnessed) and who had ventricular fibrillation as the 1<sup>st</sup> identified cardiac rhythm
- Quarterly Survival – includes cardiac arrests for the specific quarter only
- Cumulative Survival – includes all cardiac arrests since Jan 2008
- National Survival – the Overall Survival or Utstein Survival for the aggregate of all CARES site data (cumulative since Jan 2008)

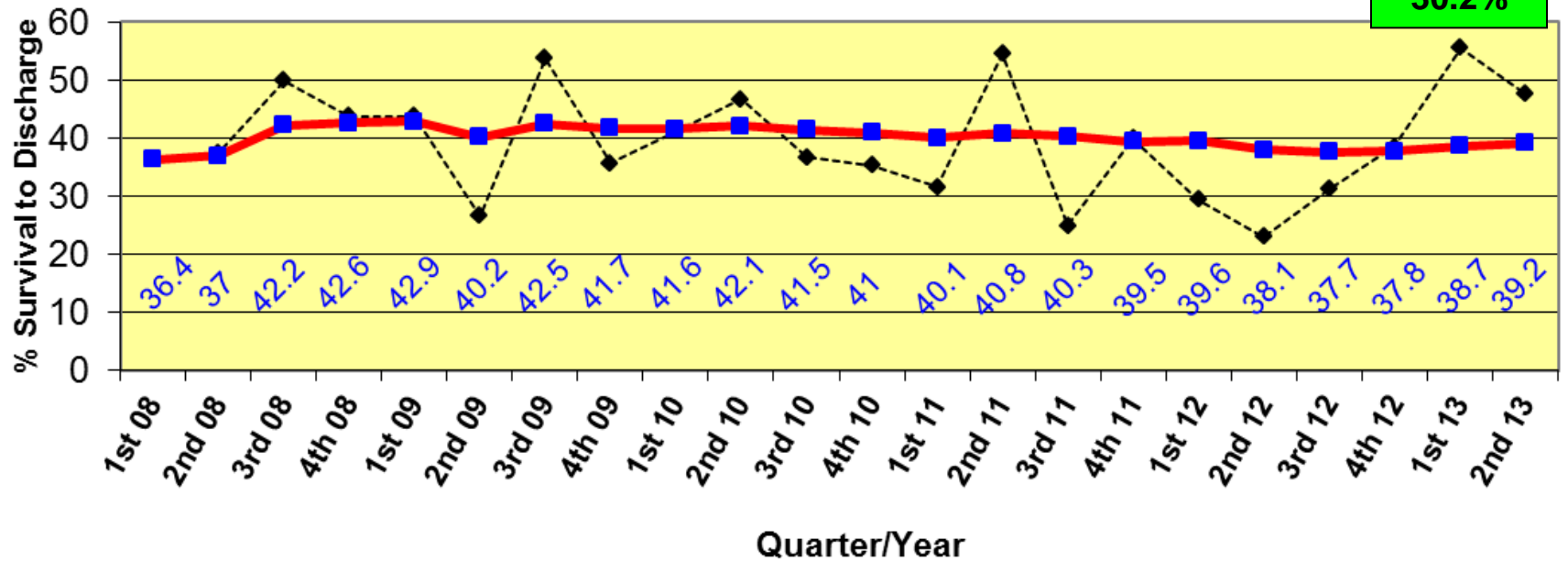
# CARES Overall Survival

**National  
CARES  
9.8%**



\* \*Indicates incomplete quarter

# CARES Utstein Survival



---◆--- Quarterly Utstein Survival      —■— Cumulative Utstein Survival

*\*\*Indicates incomplete quarter*

# Performance Report

Period: Fiscal Year 2013

## Fiscal Year Summary






Calls Received: 126,495

Incidents: 114,089

Responses: 132,517

Patient Contacts: 93,889

Patient Transports: 75,117

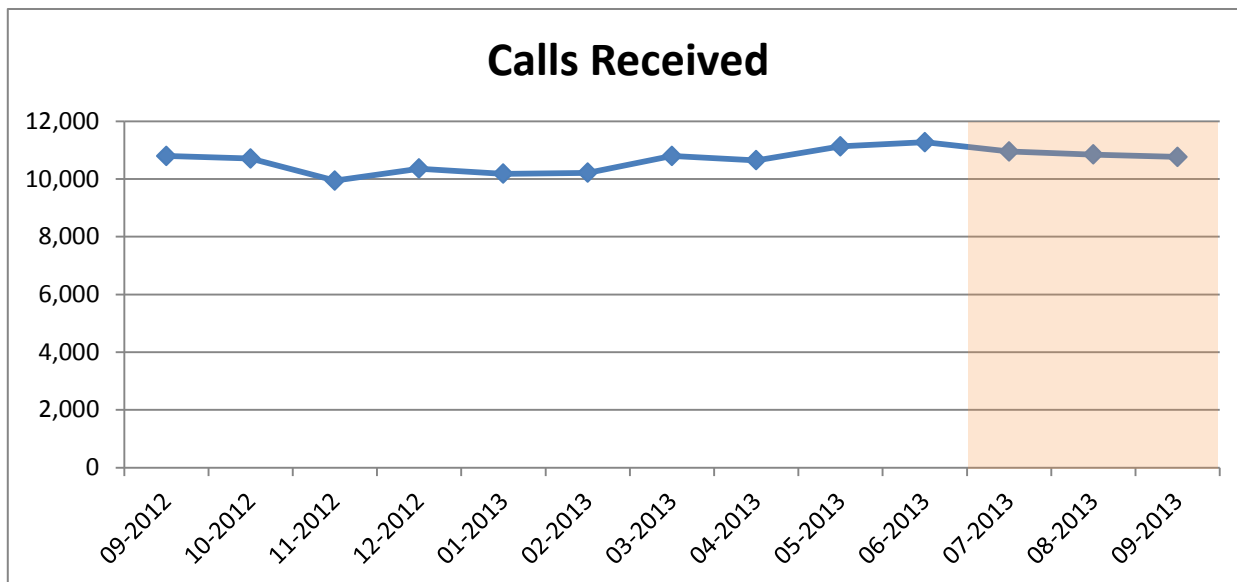
Priority 1		Priority 2		Priority 3		Priority 4		Priority 5	
Patients in need of time critical interventions		Patients with conditions that could require time critical interventions		Patients with conditions that are emergent but do not require time critical interventions.		Patients with conditions that are urgent but do not require time critical interventions.		Patients with conditions that are not time sensitive.	
Incidents	8,123	Incidents	32,970	Incidents	16,227	Incidents	43,791	Incidents	12,978
Responses	11,520	Responses	38,501	Responses	18,221	Responses	49,477	Responses	14,798
Patient Contacts	7,227	Patient Contacts	28,160	Patient Contacts	15,322	Patient Contacts	31,186	Patient Contacts	11,994
Patient Transports	5,486	Patient Transports	23,548	Patient Transports	12,695	Patient Transports	23,406	Patient Transports	9,982
Patient Transport Rate	84.35%	Patient Transport Rate	83.94%	Patient Transport Rate	82.87%	Patient Transport Rate	75.15%	Patient Transport Rate	84.54%
									
Response Time Performance									
City	(09:59)	City	(11:59)	City	(13:59)	City	(15:59)	City	(17:59)
All Responders	98.22%	All Responders	99.12%	All Responders	99.62%	All Responders	98.83%	All Responders	95.77%
ATCEMS	91.90%	ATCEMS	95.98%	ATCEMS	97.94%	ATCEMS	98.50%	ATCEMS	95.55%
County	(11:59)	County	(13:59)	County	(15:59)	County	(17:59)	County	(19:59)
All Responders	88.47%	All Responders	94.28%	All Responders	96.82%	All Responders	97.51%	All Responders	98.14%
ATCEMS	75.69%	ATCEMS	84.23%	ATCEMS	90.03%	ATCEMS	95.62%	ATCEMS	92.94%
System Response Time Indicator = $\left( \frac{\text{Total On-Time Count}}{\text{Total Incidents}} \right) = 98.18\%$									
								Overall Patient Transport Rate	80.92%

- Notes:
- 1) Analysis limited to Priority 1-5 incidents that take place within the City of Austin or Travis County.
  - 2) Incidents that occur outside the county (i.e. mutual aid incidents) are excluded.
  - 3) Stand-bys (Priority 6) and other priority levels are excluded.
  - 4) Patient Contacts include ATCEMS Transports, DOS, Other Agency/Unit Transport, Patient Refusal
  - 5) Patient Transport Rate equals the count of transported patients divided by (total patient contacts minus patients deceased on scene).

# Communications Report

## FY2013

**FY2013**  
**Calls Received** 126,495



### Overall Compliance with Medical Priority Dispatch Evaluation Criteria

**FY2013**  
 98.92%

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## Performance Measure Summary

### STEMI

ST Segment Myocardial Infarction (STEMI) is myocardial Infarction (MI) with an electrocardiographic finding of ST segment elevation. MI is caused by an interruption of blood flow to one or more areas of the heart. The most common cause is a rupture of an atherosclerotic plaque which causes obstruction of coronary vessels. Each year, about 1.5 million people suffer a myocardial infarction. It is the leading causes of death in the United States and kills approximately 500,000 people. In 2010, the CDC estimates that heart disease will cost the United States \$316 billion dollars.

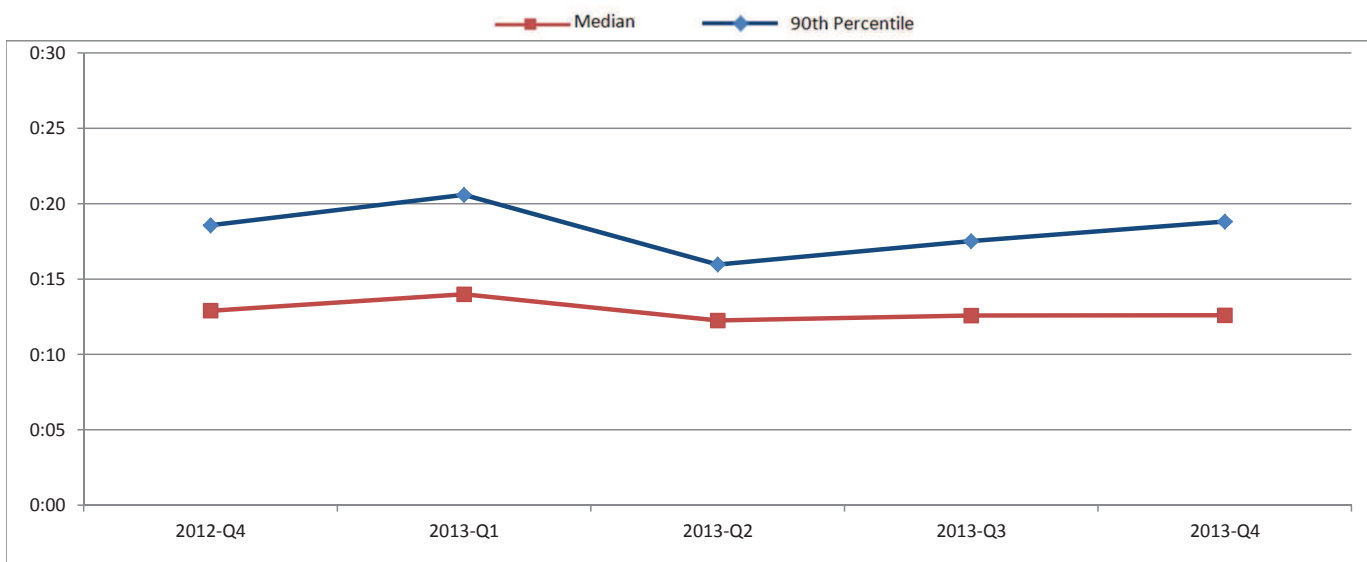
### ATCEMS Performance Measures

- Scene Time Compliance – Goal is 15 minutes
- Aspirin administration



## Scene Time Interval for STEMI Patients

Clinical Performance Indicator 3.4

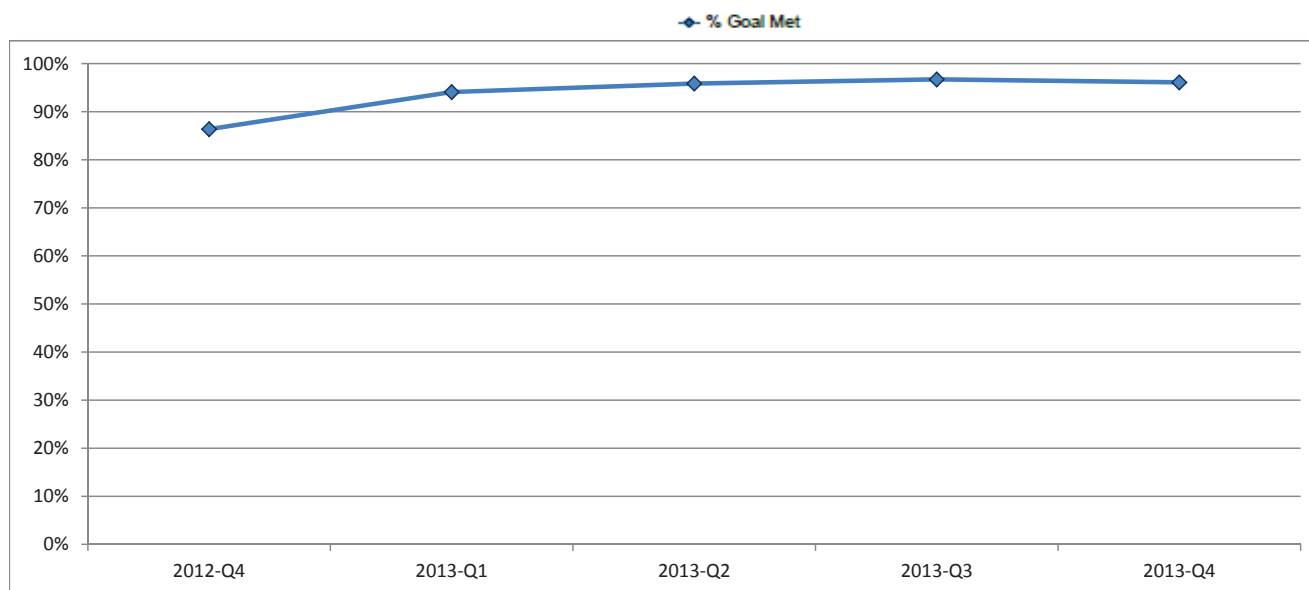


Fiscal Year	Quarter	Count - N	Count - P	90th Percentile	Median
2012	2012-Q4	36	<a href="#">32</a>	18:34	12:54
2013	2013-Q1	40	<a href="#">36</a>	20:35	14:00
2013	2013-Q2	46	<a href="#">41</a>	15:58	12:15
2013	2013-Q3	43	<a href="#">39</a>	17:31	12:35
2013	2013-Q4	42	<a href="#">38</a>	18:49	12:36

Austin-Travis County EMS

## Aspirin Administration in ACS Patients

Clinical Performance Indicator 4.3



Fiscal Year	Quarter	Count - Trips	Count - Goal Met	Percentage - Goal Met
2012	2012-Q4	264	<a href="#">228</a>	86.36%
2013	2013-Q1	439	<a href="#">413</a>	94.08%
2013	2013-Q2	601	<a href="#">576</a>	95.84%
2013	2013-Q3	607	<a href="#">587</a>	96.71%
2013	2013-Q4	613	<a href="#">589</a>	96.08%

Austin-Travis County EMS

## Performance Measure Summary

### Stroke

A stroke is the loss of neurologic function due to alterations or disturbances in the blood supply to the brain. When blood flow is stopped for more than a few seconds, brain cells begin to die, causing permanent damage. Each year, about 795,000 people suffer a stroke. It is the third leading cause of death in the United States and kills 143,579 people each year and is the leading cause of serious, long-term disability. The total cost of stroke to the United States is estimated at \$43 billion dollars.

There are two types of stroke:

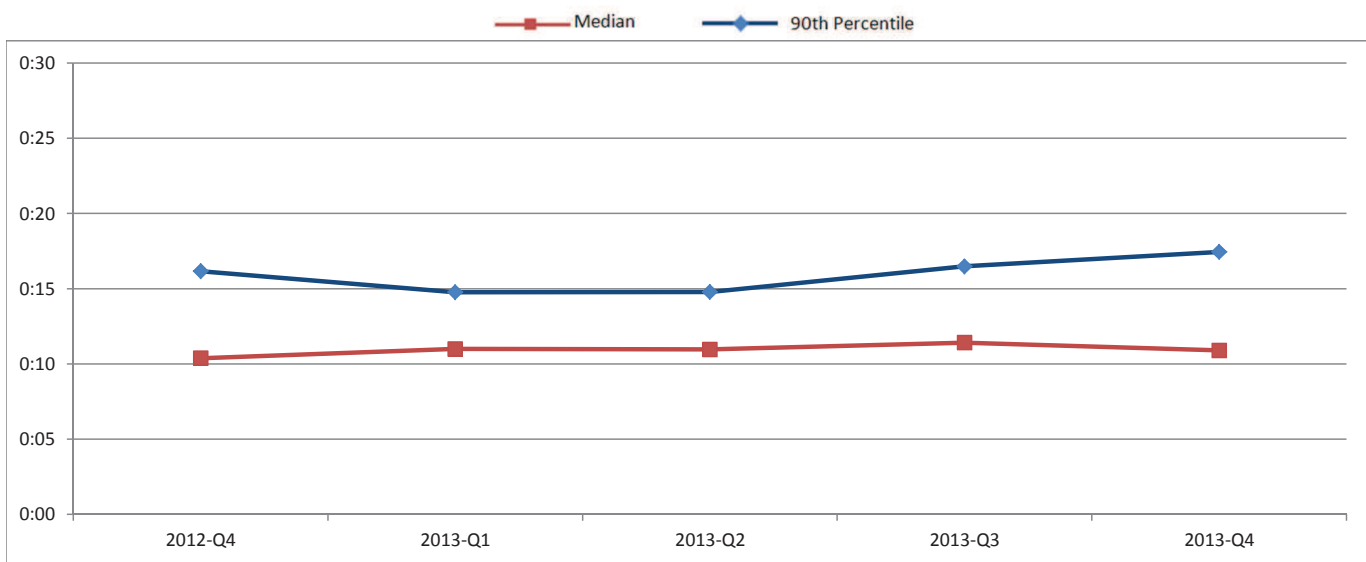
- Ischemic – Ischemic stroke occurs when a blood vessel becomes obstructed and interrupts blood supply. 87% of strokes are classified as ischemic.
- Hemorrhagic – Hemorrhagic strokes are caused by a ruptured blood vessel or abnormal vasculature. This type of stroke accounts for nearly 30% of all stroke deaths.

### ATCEMS Performance Measures

- Scene time compliance – Goal is 15 minutes
- Blood glucose assessment

## Scene Time Interval for Stroke Patients

Clinical Performance Indicator 2.4

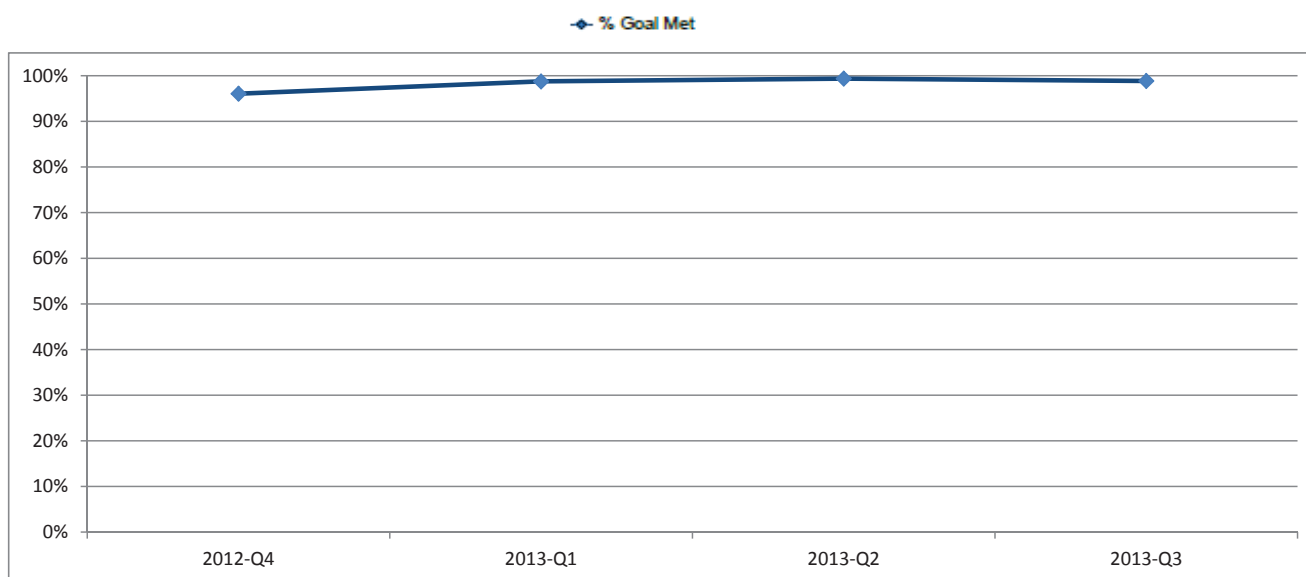


Fiscal Year	Quarter	Count - N	Count - P	90th Percentile	Median
2012	2012-Q4	109	98	16:10	10:23
2013	2013-Q1	106	95	14:46	11:00
2013	2013-Q2	105	95	14:47	10:58
2013	2013-Q3	111	100	16:29	11:25
2013	2013-Q4	93	84	17:27	10:54

Austin-Travis County EMS

## Blood Glucose Level in Stroke Patients

Clinical Performance Indicator 7.2



Fiscal Year	Quarter	Count - Trips	Count - Goal Met	Percentage - Goal Met
2012	2012-Q4	152	146	96.05%
2013	2013-Q1	159	157	98.74%
2013	2013-Q2	157	156	99.36%
2013	2013-Q3	173	171	98.84%
2013	2013-Q4	146	144	98.63%

Austin-Travis County EMS

## Performance Measure Summary

### Customer Satisfaction

Exemplary patient care and customer service are two important aspects of the A/TCEMS operational model. One measure of customer satisfaction is the Call to Door interval. The Call to Door interval is the amount of time it takes A/TCEMS to receive a 911 request, dispatch, respond, treat, and transport a patient.

### ATCEMS Performance Measures

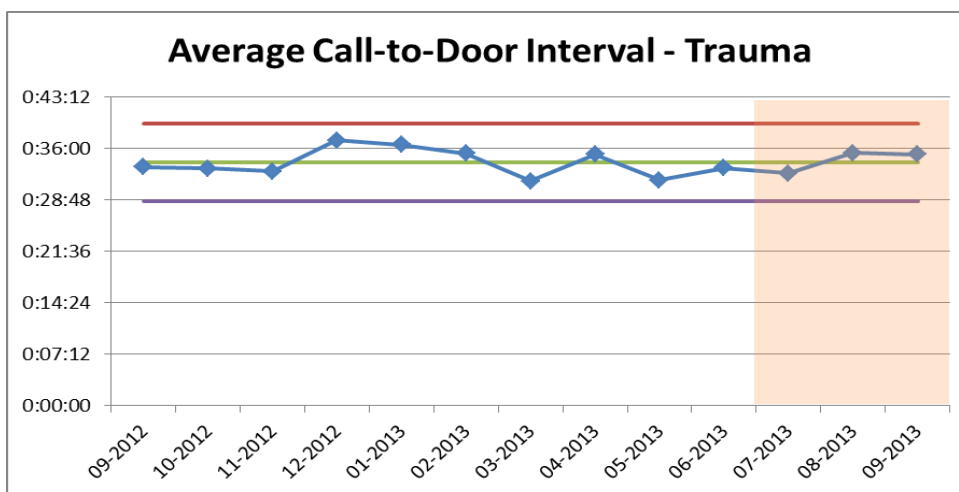
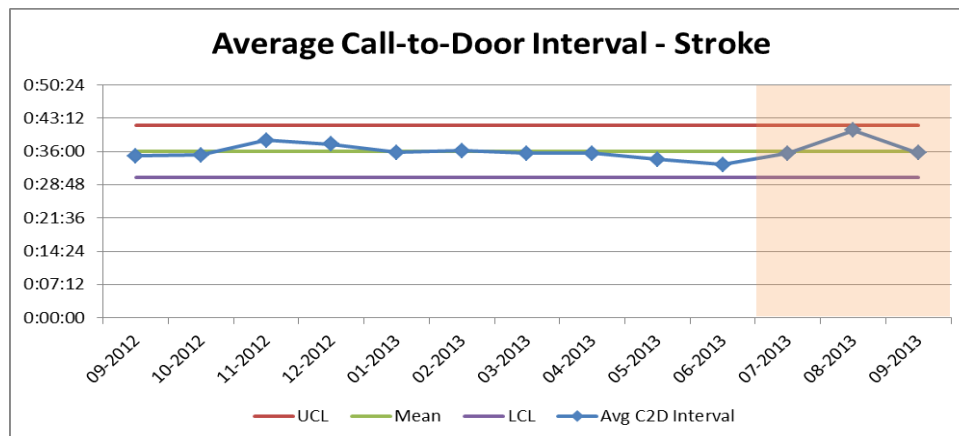
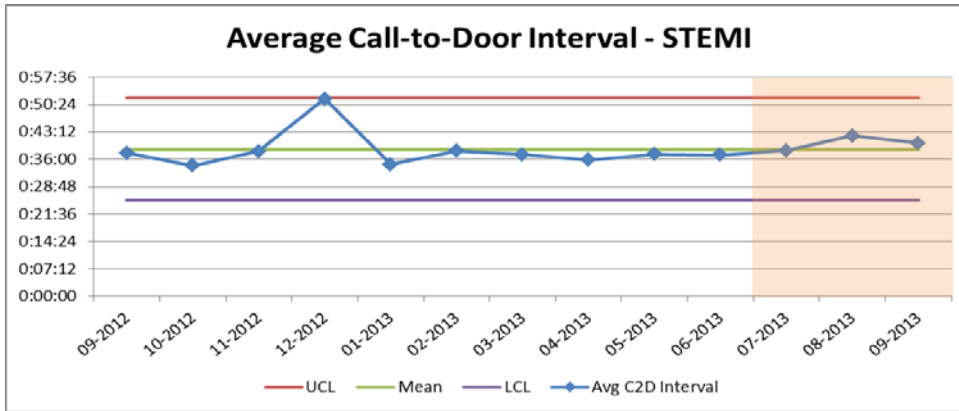
- STEMI – Call to door interval
- Stroke – Call to door interval
- Trauma - Call to door interval

# Customer Satisfaction Report

## Fiscal Year 2013

### Fiscal Year Summary

Average Call to Door Interval-STEMI	0:38:35
Average Call to Door Interval-Stroke	0:36:04
Average Call to Door Interval-Trauma	0:33:55



*This report contains working data for internal use only. For official reports please contact the A/TCEMS Business Analysis and Research Team at [EMSDDataAnalysis@austintexas.gov](mailto:EMSDDataAnalysis@austintexas.gov).*

**FY13 - First Responder Fractile Report  
(From EMS Phone pickup to Fire First Unit Arrival)  
EMS Priority 1 & 2 incidents**

Location	Case base	% arriving within 08:15 minutes	90th percentile for fiscal year		
			Current	1 Yr ago	2 Yrs ago
ESD01 North Lake Travis	386	50%	14:38	14:11	14:47
ESD02 Pflugerville	1,815	84%	09:04	09:05	09:15
ESD03 Oak Hill	247	82%	09:26	08:47	09:15
ESD04	283	54%	13:15	13:23	12:14
ESD05 Manchaca	225	81%	09:13	11:27	11:05
ESD06 Lake Travis FR	819	76%	11:38	10:08	10:24
ESD08 Pedernales	97	49%	13:23	13:19	13:59
ESD09 Westlake	177	82%	08:56	08:46	08:25
ESD10 Ce-Bar	68	88%	08:34	08:34	08:29
ESD11 Travis County FR	574	58%	11:20	10:34	12:03
ESD12 Manor	530	53%	14:12	13:23	13:33
ESD13 Elgin	32	3%	18:24	19:26	--
ESD14 Volente	54	43%	13:07	12:26	13:58
<b>County - City comparison</b>					
All ESDs	5,307	71%	11:26	11:12	11:08
AFD	30,162	87%	08:42	08:42	08:33
County-wide	35,469	85%	09:08	09:06	08:58
<b>Travis County ESDs By Region</b>					
East	2,623	74%	11:06	11:11	10:27
South	799	65%	10:43	10:40	11:51
West	1,441	76%	10:49	10:10	10:24
Northwest	444	49%	14:24	14:01	14:28
<b>Case base excludes:</b> <ul style="list-style-type: none"> <li>- Incidents where calltaking was performed by agency other than EMS</li> <li>- Incidents where EMS was already onscene before First responder assigned to call</li> <li>- Test and duplicate calls, per EMS cancel reason</li> <li>- Incidents where no units were assigned and/or no arrival times recorded.</li> </ul>					
<b>NOTES:</b> Locations are based on EMS jurisdiction codes. Unit stage time was substituted for arrival time if the first-in unit had a stage timestamp greater or equal to enroute time but less than the arrival time (if any). Percentiles use a calculation method (waverage) that is more accurate for small case bases than the standard method.					

\*Updated October 2013



# **Austin-Travis County EMS System**

## **Cardiac Arrest Survival Rates** (thru June 2013)

# Current CARES Sites

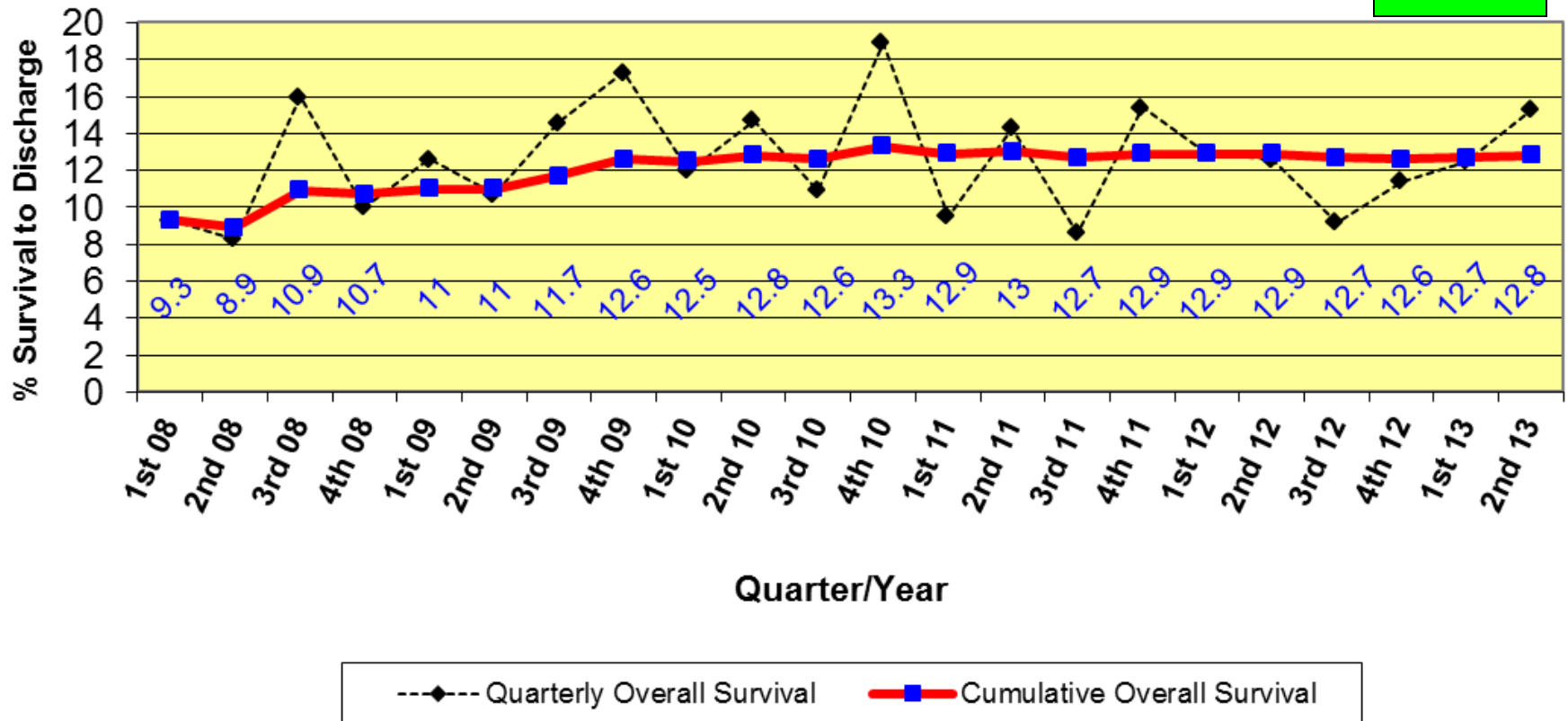
- Anchorage, AK
- Arizona (state)
- Contra Costa, CA
- San Francisco, CA
- Santa Barbara, CA
- San Diego, CA
- Ventura County, CA
- Colorado Springs, CO
- Denver, CO
- El Paso County, CO
- Stamford, CT
- New Castle Co., DE
- Miami, FL
- Atlanta, GA
- Kansas City, KS
- Sedgwick Co, KS
- Boston, MA
- Cambridge, MA
- Springfield, MA
- Oakland County, MI
- Kent County, MI
- Minnesota (state)
- North Carolina (state)
- Las Vegas, NV
- Reno, NV
- Arizona (state)
- MONOC, NJ
- Ohio (state)
- Hershey, PA
- Hilton Head, SC
- Sioux Falls, SD
- Nashville, TN
- Austin, TX
- Baytown, TX
- Fort Worth, TX
- Houston, TX
- Plano, TX
- Richmond, VA

# Definitions

- CARES – a national out of hospital cardiac arrest registry based at Emory University; it only includes patients who have an out of hospital cardiac arrest that is deemed likely due to a cardiac type of problem.
- Overall Survival – the proportion of patients for whom resuscitation efforts were attempted and who survived to hospital discharge
- Utstein Survival – the proportion of patients who had a witnessed cardiac arrest (excludes EMS witnessed) and who had ventricular fibrillation as the 1<sup>st</sup> identified cardiac rhythm
- Quarterly Survival – includes cardiac arrests for the specific quarter only
- Cumulative Survival – includes all cardiac arrests since Jan 2008
- National Survival – the Overall Survival or Utstein Survival for the aggregate of all CARES site data (cumulative since Jan 2008)

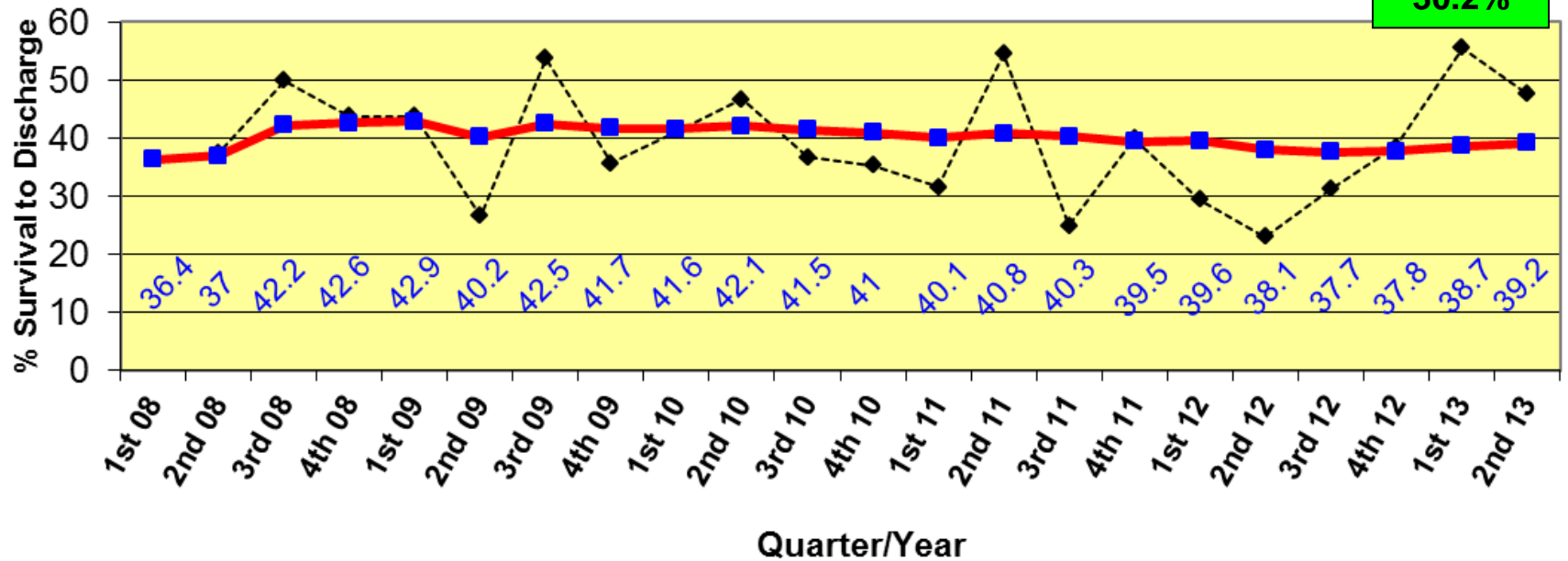
# CARES Overall Survival

**National  
CARES  
9.8%**



\* \*Indicates incomplete quarter

# CARES Utstein Survival



---◆--- Quarterly Utstein Survival      —■— Cumulative Utstein Survival

*\*\*Indicates incomplete quarter*

**FY13 Q1 - First Responder Fractile Report  
(From EMS Phone pickup to Fire First Unit Arrival)  
EMS Priority 1 & 2 incidents**

Location	Case base	% arriving within 08:15	90th percentile for quarter		
			Current	1 Yr ago	2 Yrs ago
ESD01 North Lake Travis	82	54%	14:53	13:16	14:28
ESD02 Pflugerville	440	83%	09:06	09:10	09:43
ESD03 Oak Hill	69	84%	09:15	08:45	08:07
ESD04	62	58%	12:12	12:44	12:13
ESD05 Manchaca	52	83%	08:35	11:27	11:56
ESD06 Lake Travis FR	196	78%	10:49	10:19	09:30
ESD08 Pedernales	21	48%	13:45	15:34	13:46
ESD09 Westlake	41	90%	07:20	08:39	08:20
ESD10 Ce-Bar	20	100%	07:45	07:49	08:44
ESD11 Travis County FR	156	62%	11:05	10:18	12:21
ESD12 Manor	114	57%	14:41	15:37	13:50
ESD13 Elgin	13	8%	14:56	21:09	15:16
ESD14 Volente	17	29%	17:25	14:10	10:14
<b>County - City comparison</b>					
All ESDs	1,283	72%	10:55	11:36	10:54
AFD	7,384	87%	08:45	08:39	08:33
County-wide	8,667	85%	09:06	09:09	09:00
<b>Travis County ESDs By Region</b>					
East	625	74%	10:25	11:39	10:34
South	208	67%	10:43	10:56	12:12
West	351	80%	10:14	10:10	09:38
Northwest	99	49%	15:14	13:47	14:18
<b>Case base excludes:</b> <ul style="list-style-type: none"> <li>- Incidents where calltaking was performed by agency other than EMS</li> <li>- Incidents where EMS was already onscene before First responder assigned to call</li> <li>- Test and duplicate calls, per EMS cancel reason</li> <li>- Incidents where no units were assigned and/or no arrival times recorded.</li> </ul>					
<b>NOTES:</b> Locations are based on EMS jurisdiction codes. Unit stage time was substituted for arrival time if the first-in unit had a stage timestamp greater or equal to enroute time but less than the arrival time (if any). Percentiles use a calculation method (waverage) that is more accurate for small case bases than the standard method.					

\*Updated October 2013

**FY13 Q2 - First Responder Fractile Report  
(From EMS Phone pickup to Fire First Unit Arrival)  
EMS Priority 1 & 2 incidents**

Location	Case base	% arriving within 08:15	90th percentile for quarter		
			Current	1 Yr ago	2 Yrs ago
ESD01 North Lake Travis	108	49%	13:30	12:54	12:49
ESD02 Pflugerville	453	86%	08:46	08:59	09:04
ESD03 Oak Hill	58	83%	09:58	08:36	10:57
ESD04	63	51%	13:58	13:25	11:18
ESD05 Manchaca	62	76%	09:37	14:01	10:52
ESD06 Lake Travis FR	188	73%	11:45	09:59	09:50
ESD08 Pedernales	23	30%	15:07	13:11	15:30
ESD09 Westlake	41	78%	10:11	08:49	08:28
ESD10 Ce-Bar	13	77%	09:34	08:47	07:48
ESD11 Travis County FR	120	63%	10:42	10:50	12:12
ESD12 Manor	121	56%	13:54	11:43	13:00
ESD13 Elgin	10	0%	17:18	18:02	16:42
ESD14 Volente	13	38%	12:18	11:34	06:50
<b>County - City comparison</b>					
All ESDs	1,273	71%	11:45	10:56	10:56
AFD	7,052	87%	08:37	08:37	08:38
County-wide	8,325	85%	09:04	09:03	09:01
<b>Travis County ESDs By Region</b>					
East	636	76%	11:03	10:35	10:37
South	182	67%	10:37	11:10	12:05
West	334	71%	11:48	09:53	10:06
Northwest	121	48%	12:54	12:50	12:49
<b>Case base excludes:</b> <ul style="list-style-type: none"> <li>- Incidents where calltaking was performed by agency other than EMS</li> <li>- Incidents where EMS was already onscene before First responder assigned to call</li> <li>- Test and duplicate calls, per EMS cancel reason</li> <li>- Incidents where no units were assigned and/or no arrival times recorded.</li> </ul>					
<b>NOTES:</b> Locations are based on EMS jurisdiction codes. Unit stage time was substituted for arrival time if the first-in unit had a stage timestamp greater or equal to enroute time but less than the arrival time (if any). Percentiles use a calculation method (waverage) that is more accurate for small case bases than the standard method.					

\*Updated October 2013

**FY13 Q3 - First Responder Fractile Report  
(From EMS Phone Pickup to Fire First Unit Arrival)  
EMS Priority 1 & 2 incidents**

Location	Case base	% arriving within 08:15 minutes	90th percentile for quarter		
			Current	1 Yr ago	2 Yrs ago
ESD01 North Lake Travis	84	48%	14:17	14:29	15:24
ESD02 Pflugerville	463	87%	08:43	08:54	09:01
ESD03 Oak Hill	52	79%	09:10	08:38	10:37
ESD04	68	53%	12:25	13:18	12:53
ESD05 Manchaca	49	80%	09:47	10:38	10:03
ESD06 Lake Travis FR	214	79%	10:09	10:22	11:28
ESD08 Pedernales	19	68%	10:50	11:11	12:10
ESD09 Westlake	58	79%	09:14	08:03	08:43
ESD10 Ce-Bar	15	93%	07:29	08:14	06:44
ESD11 Travis County FR	149	64%	10:23	10:20	12:04
ESD12 Manor	125	51%	13:58	13:22	15:19
ESD13 Elgin	4	0%	17:49	14:00	--
ESD14 Volente	15	53%	11:41	11:03	15:28
<b>County - City comparison</b>					
All ESDs	1,315	73%	10:30	11:09	11:17
AFD	7,888	87%	08:44	08:47	08:33
County-wide	9,203	85%	09:04	09:09	08:59
<b>Travis County ESDs By Region</b>					
East	653	76%	10:28	11:26	10:16
South	198	68%	10:17	10:25	11:31
West	363	78%	10:00	09:52	11:12
Northwest	101	50%	12:57	13:49	15:25
<b>Case base excludes:</b> <ul style="list-style-type: none"> <li>- Incidents where calltaking was performed by agency other than EMS</li> <li>- Incidents where EMS was already onscene before First responder assigned to call</li> <li>- Test and duplicate calls, per EMS cancel reason</li> <li>- Incidents where no units were assigned and/or no arrival times recorded.</li> </ul>					
<b>NOTES:</b> Locations are based on EMS jurisdiction codes. Unit stage time was substituted for arrival time if the first-in unit had a stage timestamp greater or equal to enroute time but less than the arrival time (if any). Percentiles use a calculation method (waverage) that is more accurate for small case bases than the standard method.					

\*Updated October 2013



**FY13 Q4 - First Responder Fractile Report  
(From EMS Phone pickup to Fire First Unit Arrival)  
EMS Priority 1 & 2 incidents**

Location	Case base	% arriving within 08:15	90th percentile for quarter		
			Current	1 Yr ago	2 Yrs ago
ESD01 North Lake Travis	112	49%	15:01	14:51	16:34
ESD02 Pflugerville	459	80%	09:39	09:19	09:15
ESD03 Oak Hill	68	82%	09:27	08:47	08:36
ESD04	90	56%	12:36	13:25	12:35
ESD05 Manchaca	62	87%	08:47	09:57	10:56
ESD06 Lake Travis FR	221	76%	13:54	09:29	11:43
ESD08 Pedernales	34	53%	11:27	13:09	16:34
ESD09 Westlake	37	81%	08:38	09:10	08:10
ESD10 Ce-Bar	20	80%	10:41	14:29	08:43
ESD11 Travis County FR	149	46%	12:02	10:32	11:19
ESD12 Manor	170	49%	13:58	13:07	12:57
ESD13 Elgin	5	0%	20:35	18:31	--
ESD14 Volente	9	56%	10:30	11:23	13:26
<b>County - City comparison</b>					
All ESDs	1,436	68%	11:57	11:11	11:21
AFD	7,838	87%	08:41	08:43	08:30
County-wide	9,274	84%	09:15	09:07	08:54
<b>Travis County ESDs By Region</b>					
East	709	70%	11:42	10:53	10:25
South	211	58%	11:33	10:12	11:16
West	393	74%	11:51	10:41	10:41
Northwest	123	50%	14:55	14:38	15:55
<b>Case base excludes:</b> <ul style="list-style-type: none"> <li>- Incidents where calltaking was performed by agency other than EMS</li> <li>- Incidents where EMS was already onscene before First responder assigned to call</li> <li>- Test and duplicate calls, per EMS cancel reason</li> <li>- Incidents where no units were assigned and/or no arrival times recorded.</li> </ul>					
<b>NOTES:</b> Locations are based on EMS jurisdiction codes. Unit stage time was substituted for arrival time if the first-in unit had a stage timestamp greater or equal to enroute time but less than the arrival time (if any). Percentiles use a calculation method (waverage) that is more accurate for small case bases than the standard method.					

\*Updated October 2013

**FY13 - First Responder Fractile Report  
(From EMS Phone pickup to Fire First Unit Arrival)  
EMS Priority 1 & 2 incidents**

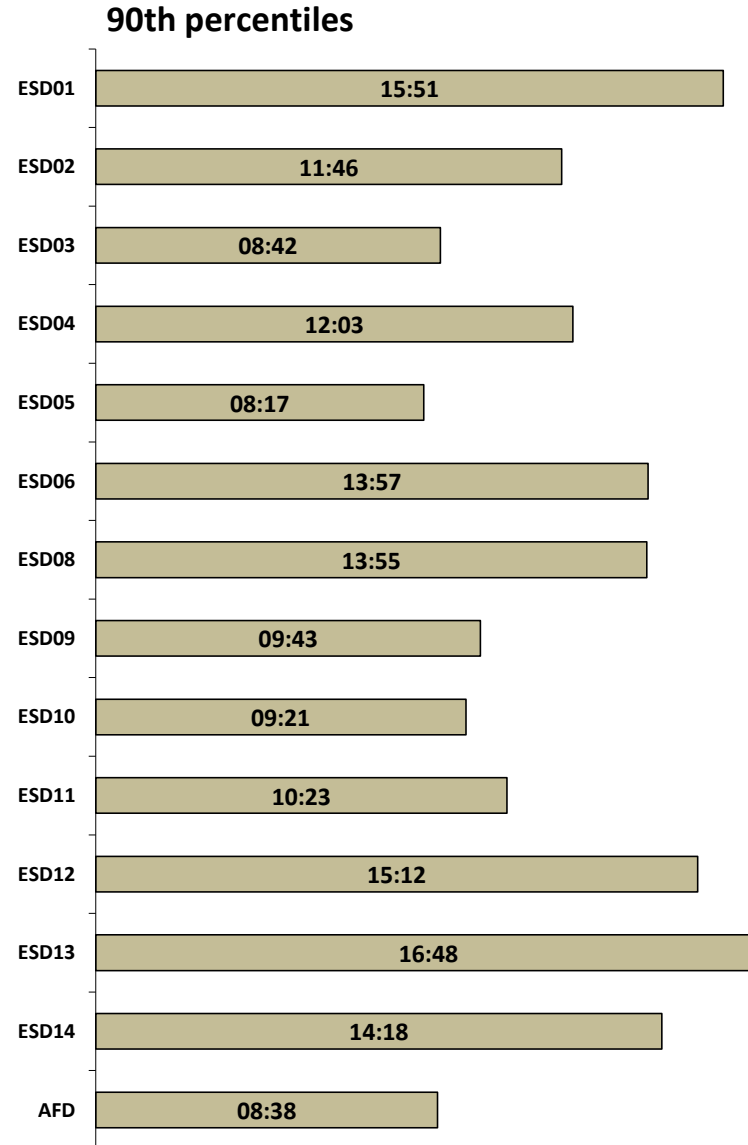
Location	Case base	% arriving within 08:15 minutes	90th percentile for fiscal year		
			Current	1 Yr ago	2 Yrs ago
ESD01 North Lake Travis	386	50%	14:38	14:11	14:47
ESD02 Pflugerville	1,815	84%	09:04	09:05	09:15
ESD03 Oak Hill	247	82%	09:26	08:47	09:15
ESD04	283	54%	13:15	13:23	12:14
ESD05 Manchaca	225	81%	09:13	11:27	11:05
ESD06 Lake Travis FR	819	76%	11:38	10:08	10:24
ESD08 Pedernales	97	49%	13:23	13:19	13:59
ESD09 Westlake	177	82%	08:56	08:46	08:25
ESD10 Ce-Bar	68	88%	08:34	08:34	08:29
ESD11 Travis County FR	574	58%	11:20	10:34	12:03
ESD12 Manor	530	53%	14:12	13:23	13:33
ESD13 Elgin	32	3%	18:24	19:26	--
ESD14 Volente	54	43%	13:07	12:26	13:58
<b>County - City comparison</b>					
All ESDs	5,307	71%	11:26	11:12	11:08
AFD	30,162	87%	08:42	08:42	08:33
County-wide	35,469	85%	09:08	09:06	08:58
<b>Travis County ESDs By Region</b>					
East	2,623	74%	11:06	11:11	10:27
South	799	65%	10:43	10:40	11:51
West	1,441	76%	10:49	10:10	10:24
Northwest	444	49%	14:24	14:01	14:28
<b>Case base excludes:</b> <ul style="list-style-type: none"> <li>- Incidents where calltaking was performed by agency other than EMS</li> <li>- Incidents where EMS was already onscene before First responder assigned to call</li> <li>- Test and duplicate calls, per EMS cancel reason</li> <li>- Incidents where no units were assigned and/or no arrival times recorded.</li> </ul>					
<b>NOTES:</b> Locations are based on EMS jurisdiction codes. Unit stage time was substituted for arrival time if the first-in unit had a stage timestamp greater or equal to enroute time but less than the arrival time (if any). Percentiles use a calculation method (waverage) that is more accurate for small case bases than the standard method.					

\*Updated October 2013

# FY13 Fire Emergency Incidents (NON-MEDICAL) -- Phone Pickup to 1st Unit Arrival

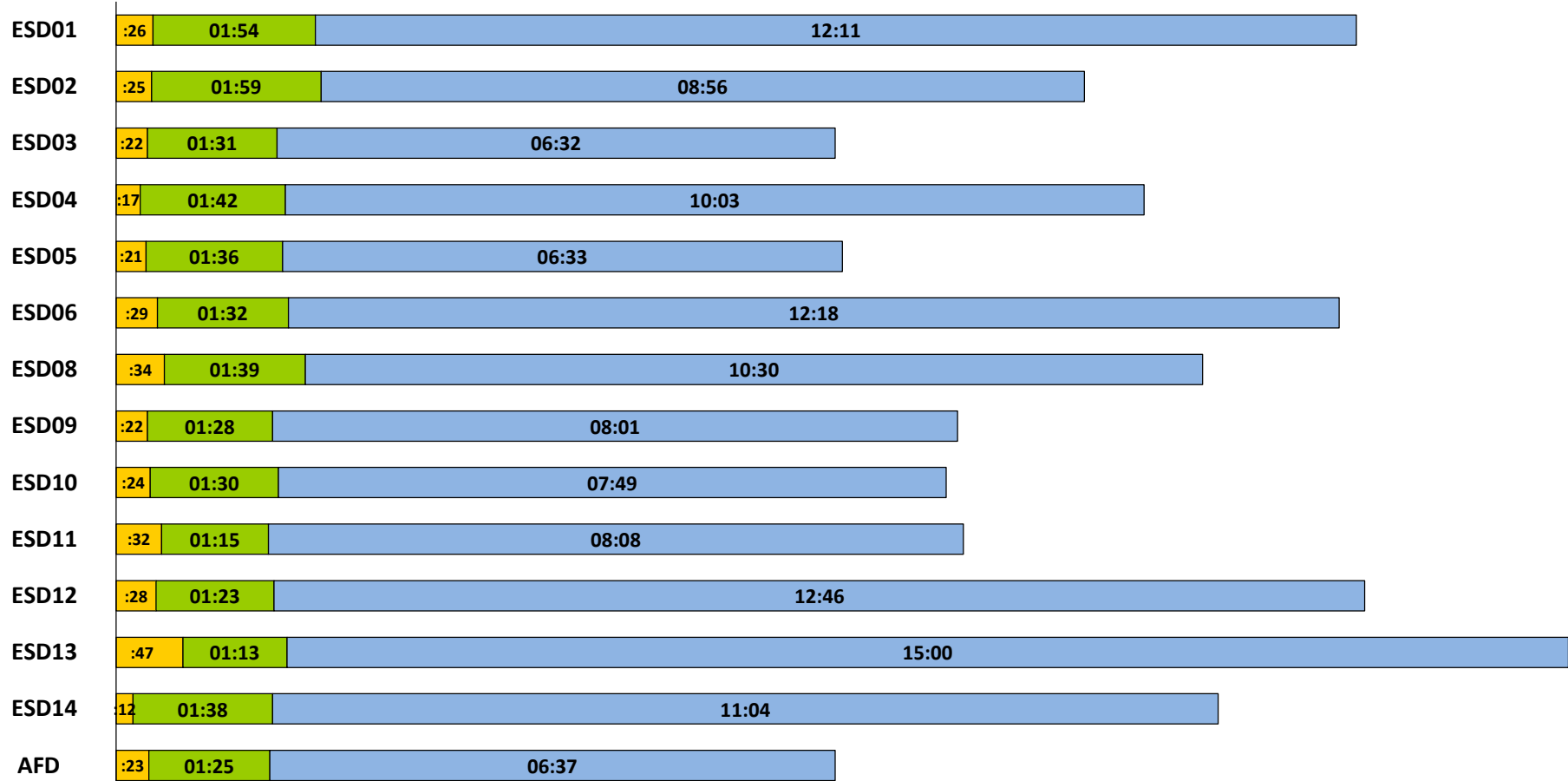
Priority descriptions: 1F, 1SO, 2F, 2SO

Total response statistics				
Location of incident	90th percentile	Raw averages	5% trimmed average *	Case base
ESD01	15:51	10:53	10:30	70
ESD02	11:46	07:28	07:14	227
ESD03	08:42	06:05	06:05	48
ESD04	12:03	07:29	07:27	61
ESD05	08:17	06:00	05:58	19
ESD06	13:57	08:10	07:50	168
ESD08	13:55	08:03	07:46	39
ESD09	09:43	06:46	06:27	55
ESD10	09:21	07:32	07:07	15
ESD11	10:23	07:33	07:18	161
ESD12	15:12	09:08	08:47	124
ESD13	16:48	14:01	14:08	4
ESD14	14:18	07:42	07:36	7
County - City comparison				
All ESDs	12:43	07:58	07:38	998
AFD	08:38	06:02	05:36	3,677
County-wide	09:45	06:26	06:00	4,675
Travis County ESDs By Region				
East	13:35	08:05	07:48	407
South	10:08	07:23	07:08	180
West	12:23	07:32	07:11	334
Northwest	15:21	10:36	10:16	77
<b>EXCLUSIONS:</b> - Law enforcement incidents (calltaking performed by APD or TCSO) - Test calls, per AFD problem type - Incidents with missing data on time first unit assigned or time first unit arrived * A 5% trimmed average is based on the middle 90% of response times, it excludes the 5% fastest and 5% slowest responses. All other statistics are based on 100% of the available data meeting selection criteria.				
<b>NOTES:</b> Statistics are based on location of incident, regardless of which fire department responded. Unit stage time was substituted for arrival time if stage time was greater than enroute time and less than arrival time (if any). Percentiles use a calculation method (waverage) that is more accurate for small case bases than the standard method.				
<b>NOTES:</b> Due to changes occurring earlier this year, ESD 13 is no longer dispatched by AFD Communications except through mutual aid. As a result, ESD 13 shows longer response times throughout all of the time segments.				



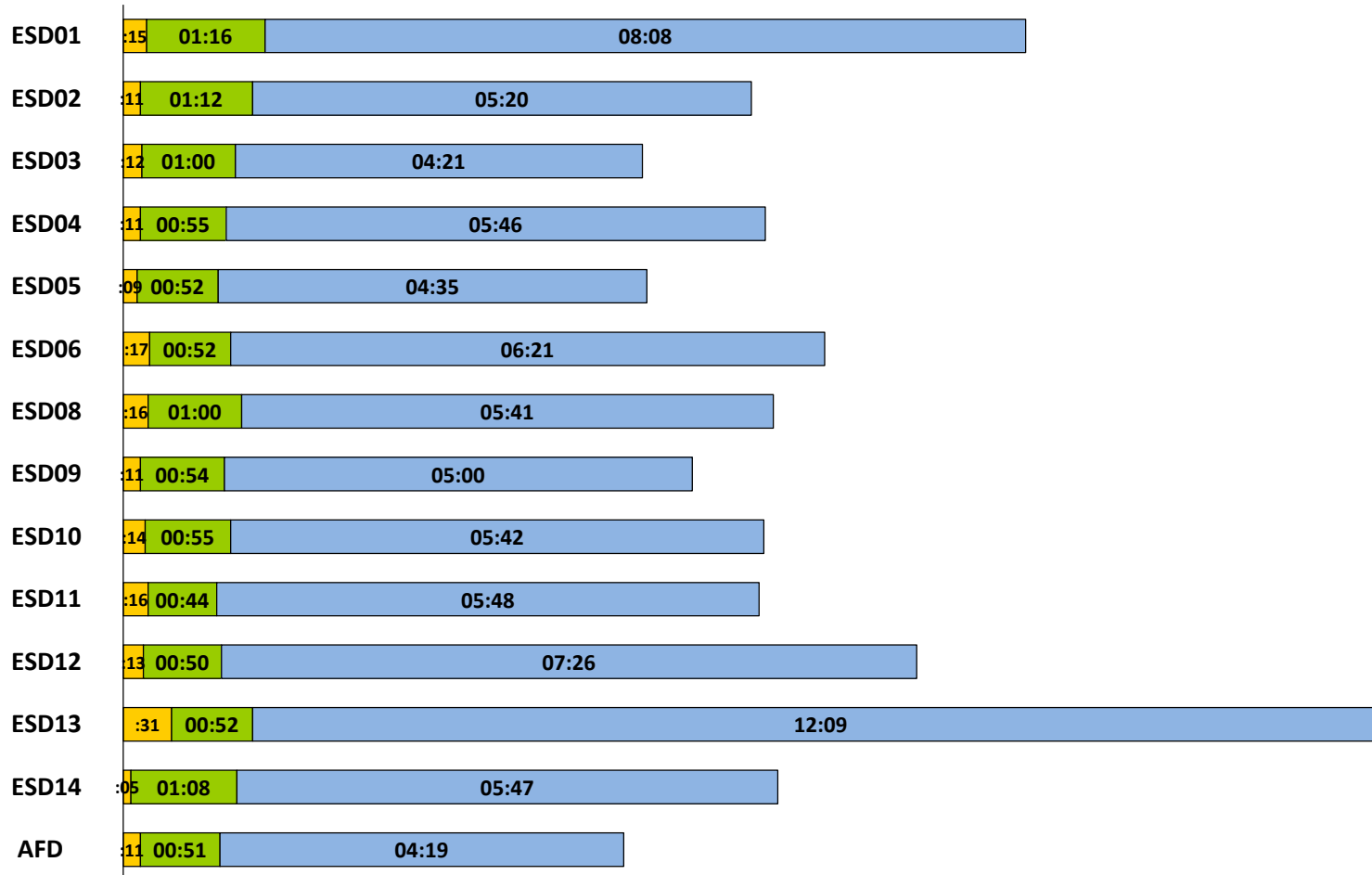
## FY13 Full Year 90th Percentile Time Segments: Fire Emergency Incidents (NON-MEDICAL)

■ Dispatch - in queue to 1st assigned    
 ■ Turnout - 1st assigned to 1st enroute    
 ■ Travel - 1st enroute to 1st arrived



## FY13 Full Year Raw Averages for Fire Emergency Incidents (NON-MEDICAL)

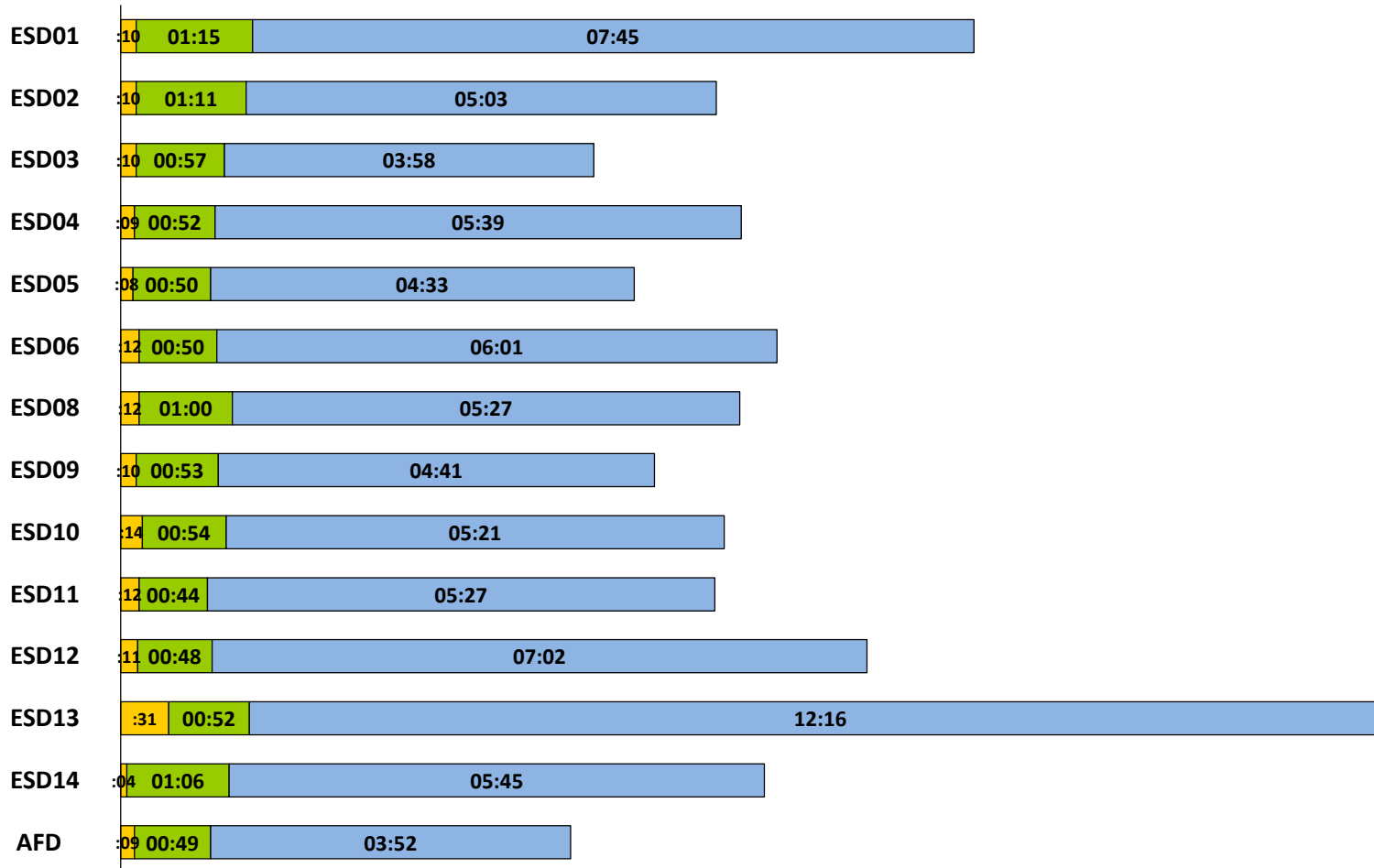
■ Dispatch - in queue to 1st assigned    
 ■ Turnout - 1st assigned to 1st enroute    
 ■ Travel - 1st enroute to 1st arrived



## FY13 Full Year Trimmed Averages\* for Fire Emergency Incidents (NON-MEDICAL)

\* Based on middle 90%, omits 5% fastest & slowest responses

Dispatch - in queue to 1st assigned    Turnout - 1st assigned to 1st enroute    Travel - 1st enroute to 1st arrived



FY13 Full Year

AFD Problem	# of incidents	Percent
HC - Hazardous Condition	1,428	30.5%
AUTO - Auto Fire	764	16.3%
BOXL- Structure Fire	603	12.9%
BOX -Structure Fire	472	10.1%
RESQV - Vehicle Rescue	389	8.3%
GRASS - Small Grass Fire	231	4.9%
CO - Carbon Monoxide Alarm	179	3.8%
BRSHL - Brush Alarm / Light	164	3.5%
RESQC - Rescue Condition	97	2.1%
RESQT - Rescue Task Force	61	1.3%
BEE - Bee/Swarm Attack	53	1.1%
HIRISE - Structure Fire	47	1.0%
BRUSH - Brush Fire	28	0.6%
ALERT2H - Aircraft Emergency	22	0.5%
RESQW - Still Water Rescue	22	0.5%
HMTF - Hazmat Taskforce	21	0.4%
COEMS - Carbon Monoxide w/EMS	19	0.4%
WRESQT - Water Rescue TF	18	0.4%
ALERT2C - Cargo or Small Plane	15	0.3%
RESQT - Rescue Task Force	12	0.3%
RESQA - Rescue Alarm	7	0.1%
RESQWI - Wilderness Rescue	7	0.1%
RESQWS - Swift Water	5	0.1%
WRESQA - Water Rescue Alarm	4	0.1%
HAZMAT - HazMat Alarm	3	0.1%
PKG - Auto In Parking Garage	3	0.1%
ALERT3 - Aircraft Down	1	0.0%
Total	4,675	100.0%

FY13 Full Year, Fire emergency incidents (NON-MEDICAL)

Location	90th percentiles			
	Total resp. - phone pickup to 1st arrive	Dispatch - in queue to 1st unit assigned	Turnout - 1st assigned to 1st enroute	Travel - 1st enroute to 1st arrived
ESD01	15:51	00:26	01:54	12:11
ESD02	11:46	00:25	01:59	08:56
ESD03	08:42	00:22	01:31	06:32
ESD04	12:03	00:17	01:42	10:03
ESD05	08:17	00:21	01:36	06:33
ESD06	13:57	00:29	01:32	12:18
ESD08	13:55	00:34	01:39	10:30
ESD09	09:43	00:22	01:28	08:01
ESD10	09:21	00:24	01:30	07:49
ESD11	10:23	00:32	01:15	08:08
ESD12	15:12	00:28	01:23	12:46
ESD13	16:48	00:47	01:13	15:00
ESD14	14:18	00:12	01:38	11:04
AFD	08:38	00:23	01:25	06:37

Raw averages			
Total resp. - phone pickup to 1st arrive	Dispatch - in queue to 1st unit assigned	Turnout - 1st assigned to 1st enroute	Travel - 1st enroute to 1st arrived
10:53	00:15	01:16	08:08
07:28	00:11	01:12	05:20
06:05	00:12	01:00	04:21
07:29	00:11	00:55	05:46
06:00	00:09	00:52	04:35
08:10	00:17	00:52	06:21
08:03	00:16	01:00	05:41
06:46	00:11	00:54	05:00
07:32	00:14	00:55	05:42
07:33	00:16	00:44	05:48
09:08	00:13	00:50	07:26
14:01	00:31	00:52	12:09
07:42	00:05	01:08	05:47
06:02	00:11	00:51	04:19

Trimmed avg (middle 90%)			
Total resp. - phone pickup to 1st arrive	Dispatch - in queue to 1st unit assigned	Turnout - 1st assigned to 1st enroute	Travel - 1st enroute to 1st arrived
10:30	00:10	01:15	07:45
07:14	00:10	01:11	05:03
06:05	00:10	00:57	03:58
07:27	00:09	00:52	05:39
05:58	00:08	00:50	04:33
07:50	00:12	00:50	06:01
07:46	00:12	01:00	05:27
06:27	00:10	00:53	04:41
07:07	00:14	00:54	05:21
07:18	00:12	00:44	05:27
08:47	00:11	00:48	07:02
14:08	00:31	00:52	12:16
07:36	00:04	01:06	05:45
05:36	00:09	00:49	03:52



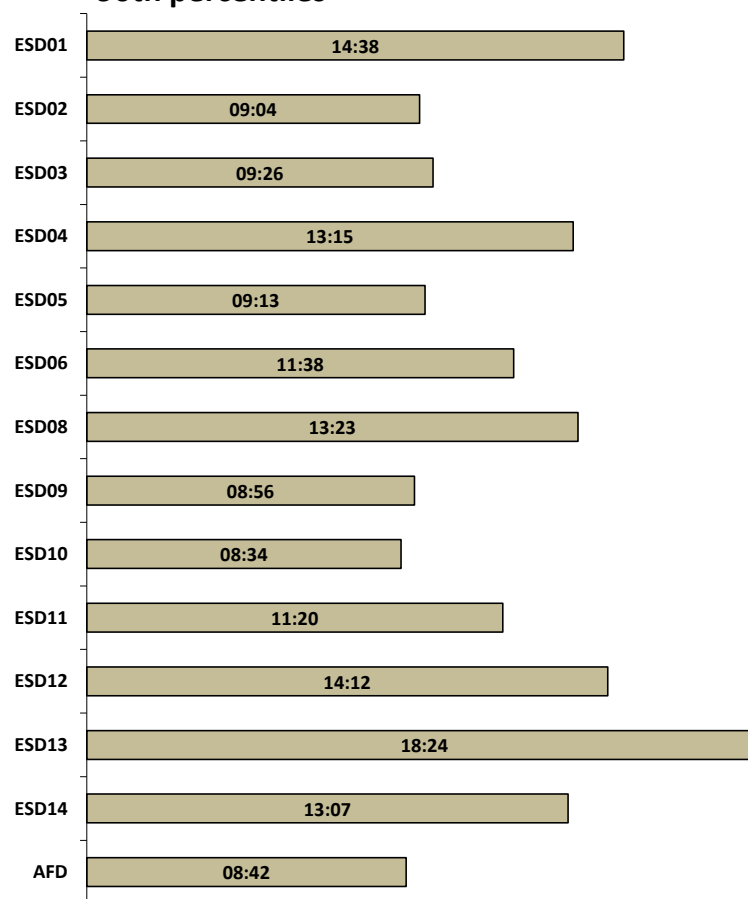
## FY13 First Responder Total Response -- from Phone Pickup to First Unit Arrival

### EMS Priority 1 & 2 incidents

#### Total response statistics

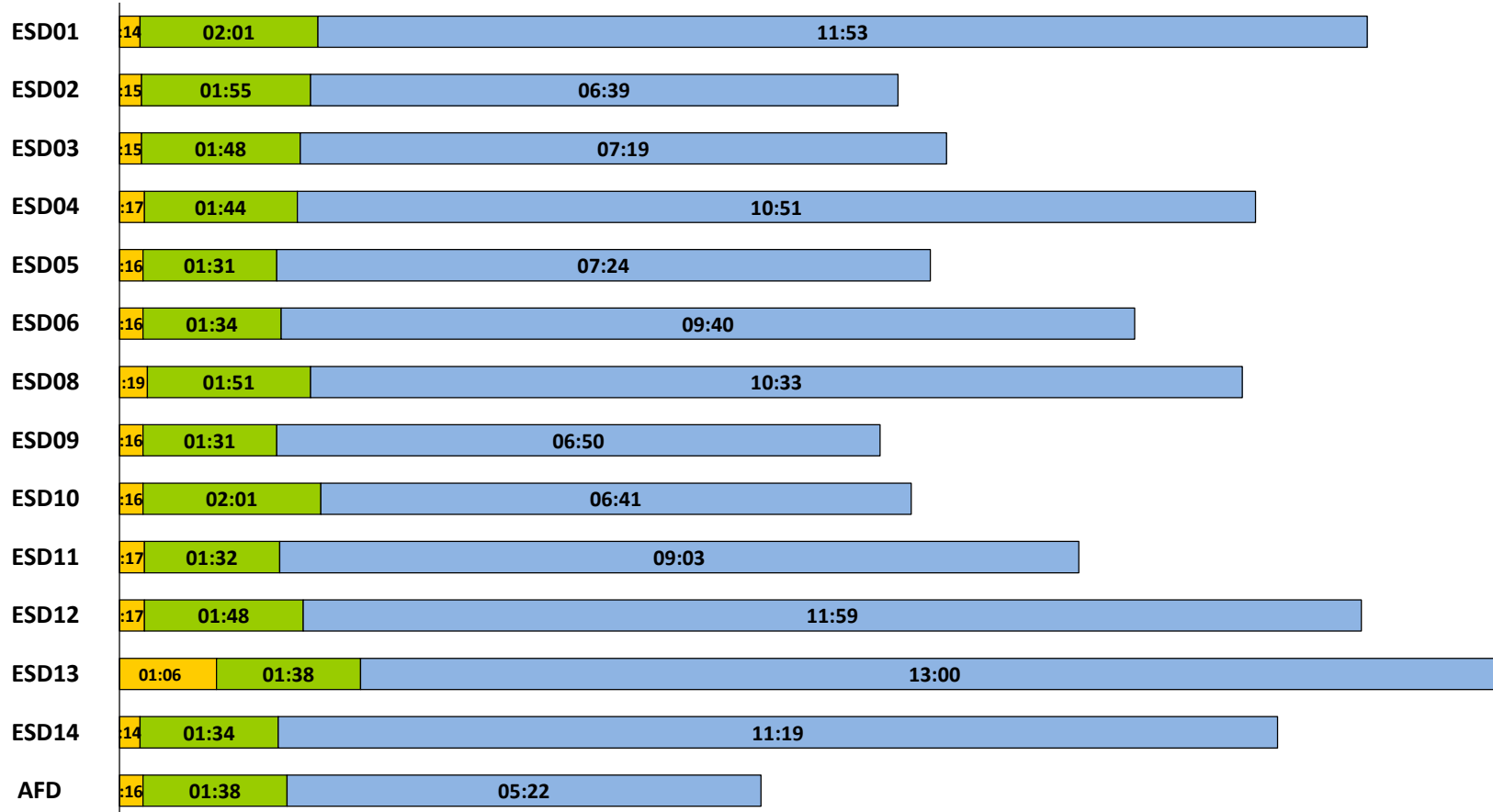
Location of incident	90th percentile	Raw averages	5% trimmed average *	Case base
ESD01	14:38	09:04	08:35	386
ESD02	09:04	06:47	06:23	1,815
ESD03	09:26	06:57	06:28	247
ESD04	13:15	08:40	08:16	283
ESD05	09:13	06:59	06:23	225
ESD06	11:38	07:40	06:55	819
ESD08	13:23	08:38	08:22	97
ESD09	08:56	06:43	06:16	177
ESD10	08:34	07:07	06:16	68
ESD11	11:20	08:13	07:57	574
ESD12	14:12	08:42	08:20	530
ESD13	18:24	13:14	13:15	32
ESD14	13:07	09:36	08:56	54
<b>County - City comparison</b>				
All ESDs	11:26	07:39	0:07:08	5,307
AFD	08:42	06:15	0:05:57	30,162
County-wide	09:08	06:27	0:06:06	35,469
<b>Travis County ESDs By Region</b>				
East	11:06	07:24	0:06:56	2,623
South	10:43	07:52	0:07:30	799
West	10:49	07:32	0:06:51	1,441
Northwest	14:24	09:07	0:08:37	444
<b>EXCLUSIONS:</b>				
<ul style="list-style-type: none"> <li>- Incidents with calltaking performed by agency other than EMS</li> <li>- Incidents where EMS was already onscene before First responder assigned to call</li> <li>- Test and duplicate calls, per EMS cancel reason</li> <li>- Incidents with no fire units assigned or no arrival time recorded</li> </ul>				
<p>* A 5% trimmed average is based on the middle 90% of response times, it excludes the 5% fastest and 5% slowest responses. All other statistics are based on all the available data.</p>				
<b>NOTES:</b> Statistics are based on location of incident, regardless of which fire department responded. Locations are based on EMS jurisdiction codes. Unit stage time was substituted for arrival time if stage time was greater than enroute time and less than arrival time (if any). Percentiles use a calculation method (waverage) that is more accurate for small case bases than the standard method.				
<b>NOTES:</b> Due to changes occurring earlier this year, ESD 13 is no longer dispatched by AFD Communications except via mutual aid. As a result, ESD 13 has longer response times throughout all of the time segments.				

#### 90th percentiles



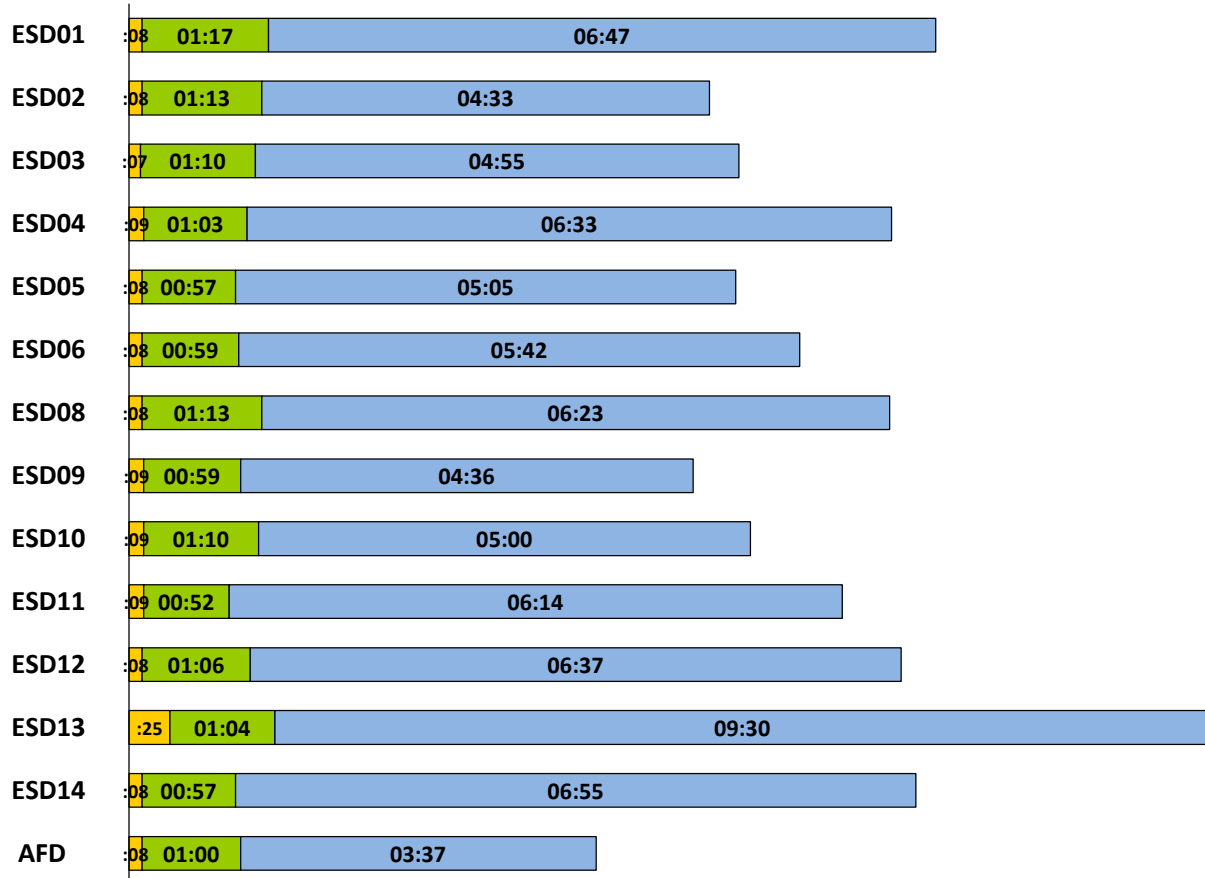
## FY13 90th Percentile Time Segments for First Responders

■ Dispatch - in queue to 1st assigned    
 ■ Turnout - 1st assigned to 1st enroute    
 ■ Travel - 1st enroute to 1st arrived



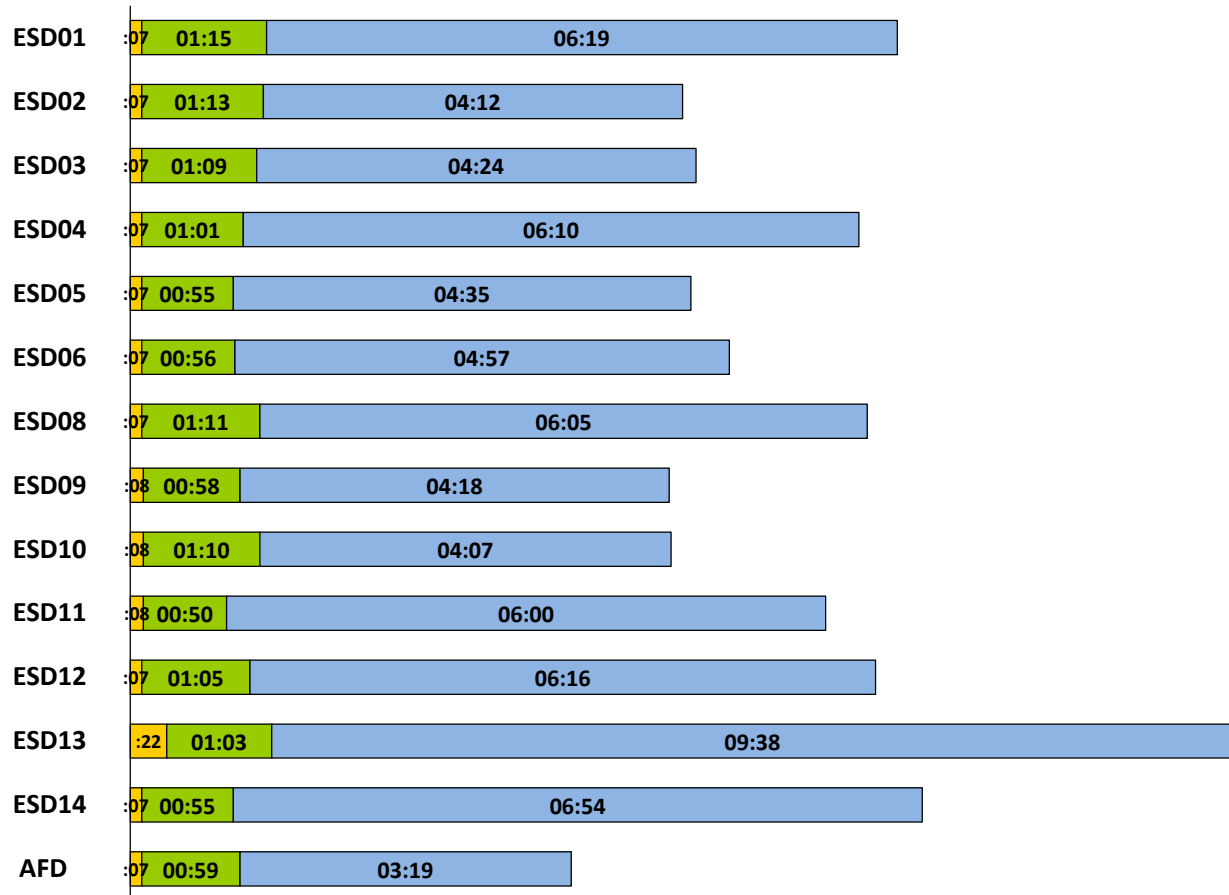
## FY13 Raw Averages for First Responder Time Segments

■ Dispatch - in queue to 1st assigned    
 ■ Turnout - 1st assigned to 1st enroute    
 ■ Travel - 1st enroute to 1st arrived



## FY13 Trimmed Averages\* for First Responder Time Segments

■ Dispatch - in queue to 1st assigned    
 ■ Turnout - 1st assigned to 1st enroute    
 ■ Travel - 1st enroute to 1st arrived



FY13

Location	90th percentiles			
	Total resp. - phone pickup to 1st arrive	Dispatch - in queue to 1st unit assigned	Turnout - 1st assigned to 1st enroute	Travel - 1st enroute to 1st arrived
ESD01	14:38	00:14	02:01	11:53
ESD02	09:04	00:15	01:55	06:39
ESD03	09:26	00:15	01:48	07:19
ESD04	13:15	00:17	01:44	10:51
ESD05	09:13	00:16	01:31	07:24
ESD06	11:38	00:16	01:34	09:40
ESD08	13:23	00:19	01:51	10:33
ESD09	08:56	00:16	01:31	06:50
ESD10	08:34	00:16	02:01	06:41
ESD11	11:20	00:17	01:32	09:03
ESD12	14:12	00:17	01:48	11:59
ESD13	18:24	01:06	01:38	13:00
ESD14	13:07	00:14	01:34	11:19
AFD	08:42	00:16	01:38	05:22

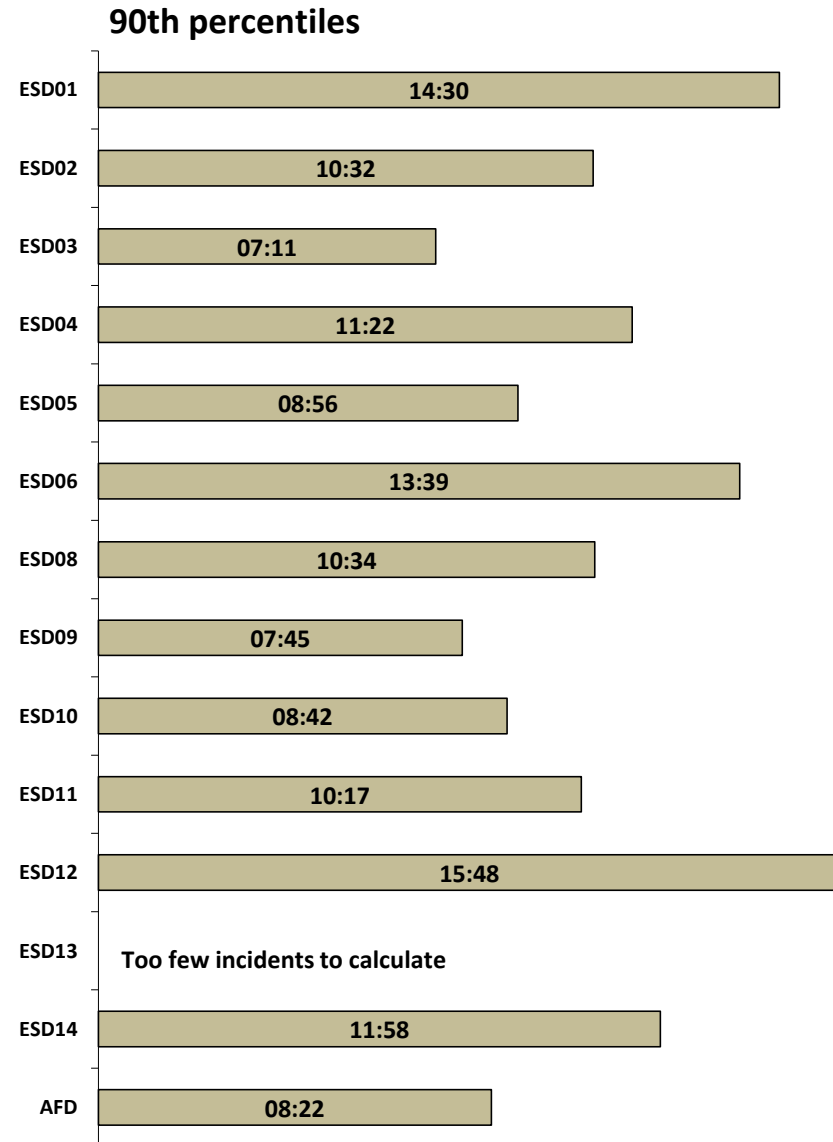
Raw averages			
Total resp. - phone pickup to 1st arrive	Dispatch - in queue to 1st unit assigned	Turnout - 1st assigned to 1st enroute	Travel - 1st enroute to 1st arrived
09:04	00:08	01:17	06:47
06:47	00:08	01:13	04:33
06:57	00:07	01:10	04:55
08:40	00:09	01:03	06:33
06:59	00:08	00:57	05:05
07:40	00:08	00:59	05:42
08:38	00:08	01:13	06:23
06:43	00:09	00:59	04:36
07:07	00:09	01:10	05:00
08:13	00:09	00:52	06:14
08:42	00:08	01:06	06:37
13:14	00:25	01:04	09:30
09:36	00:08	00:57	06:55
06:15	00:08	01:00	03:37

Trimmed avg (middle 90%)			
Total resp. - phone pickup to 1st arrive	Dispatch - in queue to 1st unit assigned	Turnout - 1st assigned to 1st enroute	Travel - 1st enroute to 1st arrived
08:35	00:07	01:15	06:19
06:23	00:07	01:13	04:12
06:28	00:07	01:09	04:24
08:16	00:07	01:01	06:10
06:23	00:07	00:55	04:35
06:55	00:07	00:56	04:57
08:22	00:07	01:11	06:05
06:16	00:08	00:58	04:18
06:16	00:08	01:10	04:07
07:57	00:08	00:50	06:00
08:20	00:07	01:05	06:16
13:15	00:22	01:03	09:38
08:56	00:07	00:55	06:54
05:57	00:07	00:59	03:19

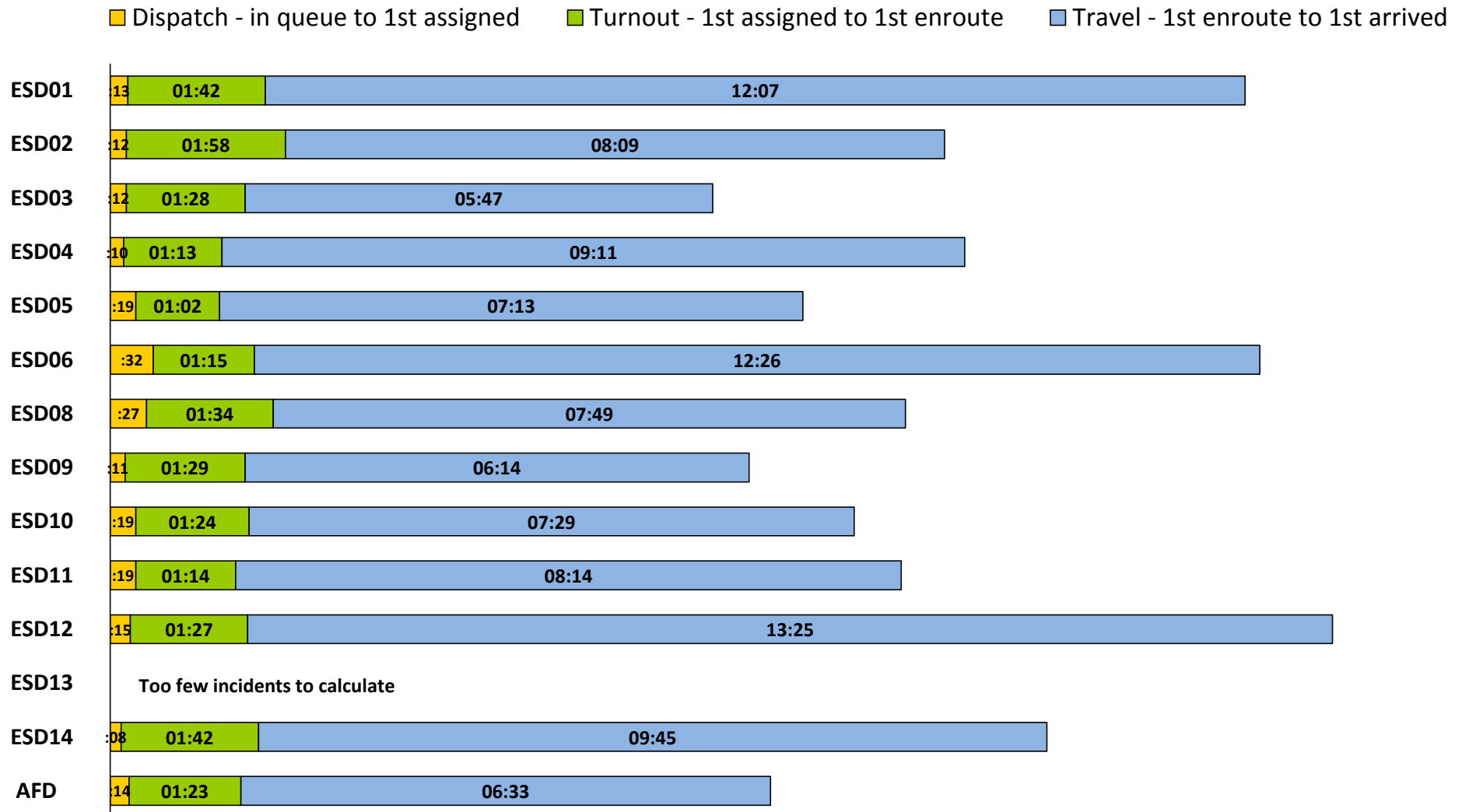
# FY13 Q3-Q4 Fire Emergency Incidents (NON-MEDICAL) -- Phone Pickup to 1st Unit Arrival

Priority descriptions: 1F, 1SO, 2F, 2SO

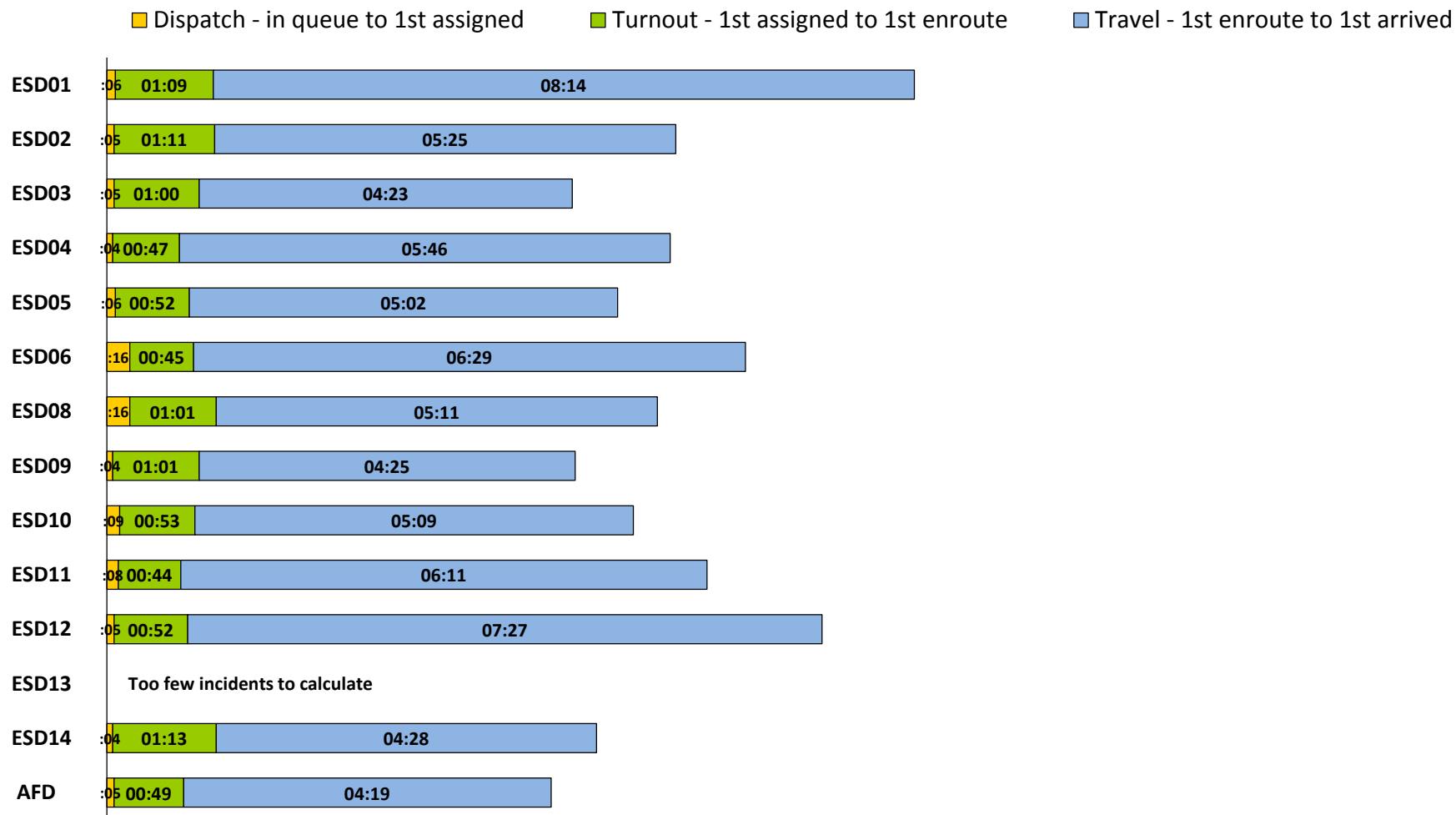
Total response statistics				
Location of incident	90th percentile	Raw averages	5% trimmed average *	Case base
ESD01	14:30	10:23	09:58	35
ESD02	10:32	07:25	07:11	102
ESD03	07:11	05:31	05:28	19
ESD04	11:22	07:24	07:17	20
ESD05	08:56	06:14	06:12	11
ESD06	13:39	08:10	07:48	82
ESD08	10:34	07:30	06:58	18
ESD09	07:45	06:13	06:09	25
ESD10	08:42	06:44	06:41	5
ESD11	10:17	07:42	07:18	68
ESD12	15:48	09:14	08:59	58
ESD13	--	--	--	0
ESD14	11:58	06:31	06:19	6
County - City comparison				
All ESDs	12:30	07:52	07:32	449
AFD	08:22	05:56	05:29	1,669
County-wide	09:23	06:20	05:53	2,118
Travis County ESDs By Region				
East	0:12:43	08:06	0:07:51	176
South	0:10:01	07:30	0:07:07	79
West	0:10:49	07:17	0:06:54	153
Northwest	0:14:12	09:49	0:09:30	41
EXCLUSIONS:				
- Law enforcement incidents (calltaking performed by APD or TCSO)				
- Test calls, per AFD problem type				
- Incidents with missing data on time first unit assigned or time first unit arrived				
* A 5% trimmed average is based on the middle 90% of response times, it excludes the 5% fastest and 5% slowest responses. All other statistics are based on 100% of the available data meeting selection criteria.				
NOTES: Statistics are based on location of incident, regardless of which fire department responded. Unit stage time was substituted for arrival time if stage time was greater than enroute time and less than arrival time (if any). Percentiles use a calculation method (waverage) that is more accurate for small case bases than the standard method.				



## FY13 Q3-4 90th Percentile Time Segments: Fire Emergency Incidents (NON-MEDICAL)



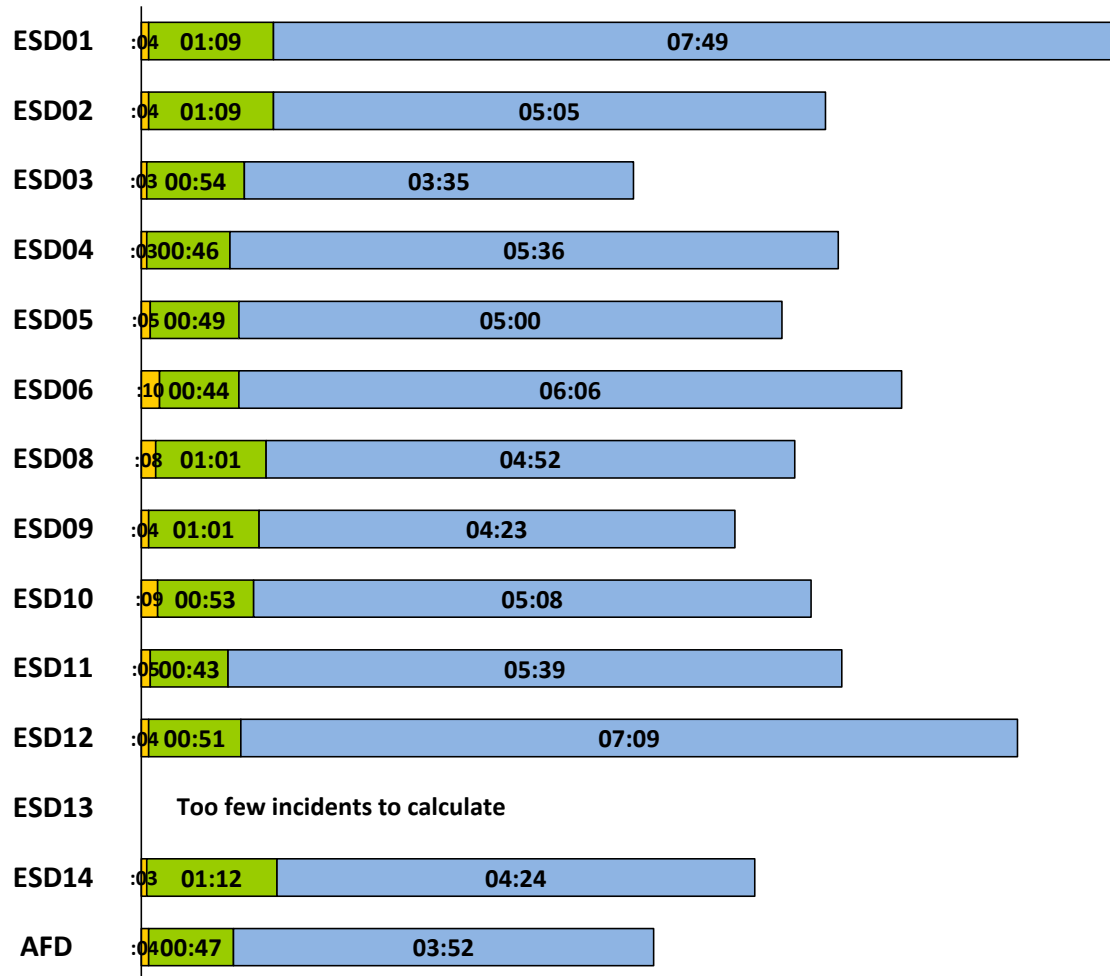
## FY13 Q3-4 Raw Averages for Fire Emergency Incidents (NON-MEDICAL)





## FY13 Q3-4 Trimmed Averages\* for Fire Emergency Incidents (NON-MEDICAL)

■ Dispatch - in queue to 1st assigned    
 ■ Turnout - 1st assigned to 1st enroute    
 ■ Travel - 1st enroute to 1st arrived



FY13 Q3-4 combined

AFD Problem	# of incidents	Percent
HC - Hazardous Condition	697	32.9%
AUTO - Auto Fire	396	18.7%
BOXL- Structure Fire	271	12.8%
BOX -Structure Fire	225	10.6%
RESQV - Vehicle Rescue	177	8.4%
BRSHL - Brush Alarm / Light	70	3.3%
RESQC - Rescue Condition	55	2.6%
BEE - Bee/Swarm Attack	40	1.9%
HIRISE - Structure Fire	30	1.4%
RESQT - Rescue Task Force	29	1.4%
COEMS - Carbon Monoxide w/EMS	19	0.9%
WRESQT - Water Rescue TF	18	0.8%
BRUSH - Brush Fire	16	0.8%
HMTF - Hazmat Taskforce	15	0.7%
RESQW - Still Water Rescue	13	0.6%
ALERT2H - Aircraft Emergency	12	0.6%
RESQT - Rescue Task Force	12	0.6%
ALERT2C - Cargo or Small Plane	6	0.3%
RESQWS - Swift Water	5	0.2%
WRESQA - Water Rescue Alarm	4	0.2%
HAZMAT - HazMat Alarm	3	0.1%
RESQA - Rescue Alarm	3	0.1%
ALERT3 - Aircraft Down	1	0.0%
PKG - Auto In Parking Garage	1	0.0%
Total	2118	100.0%

FY13 Q3-4 combined, Fire emergency incidents (NON-MEDICAL)

Location	90th percentiles			
	Total resp. - phone pickup to 1st arrive	Dispatch - in queue to 1st unit assigned	Turnout - 1st assigned to 1st enroute	Travel - 1st enroute to 1st arrived
ESD01	14:30	00:13	01:42	12:07
ESD02	10:32	00:12	01:58	08:09
ESD03	07:11	00:12	01:28	05:47
ESD04	11:22	00:10	01:13	09:11
ESD05	08:56	00:19	01:02	07:13
ESD06	13:39	00:32	01:15	12:26
ESD08	10:34	00:27	01:34	07:49
ESD09	07:45	00:11	01:29	06:14
ESD10	08:42	00:19	01:24	07:29
ESD11	10:17	00:19	01:14	08:14
ESD12	15:48	00:15	01:27	13:25
ESD13	--	--	--	--
ESD14	11:58	00:08	01:42	09:45
AFD	08:22	00:14	01:23	06:33

Raw averages			
Total resp. - phone pickup to 1st arrive	Dispatch - in queue to 1st unit assigned	Turnout - 1st assigned to 1st enroute	Travel - 1st enroute to 1st arrived
10:23	00:06	01:09	08:14
07:25	00:05	01:11	05:25
05:31	00:05	01:00	04:23
07:24	00:04	00:47	05:46
06:14	00:06	00:52	05:02
08:10	00:16	00:45	06:29
07:30	00:16	01:01	05:11
06:13	00:04	01:01	04:25
06:44	00:09	00:53	05:09
07:42	00:08	00:44	06:11
09:14	00:05	00:52	07:27
--	--	--	--
06:31	00:04	01:13	04:28
05:56	00:05	00:49	04:19

Trimmed avg (middle 90%)			
Total resp. - phone pickup to 1st arrive	Dispatch - in queue to 1st unit assigned	Turnout - 1st assigned to 1st enroute	Travel - 1st enroute to 1st arrived
09:58	00:04	01:09	07:49
07:11	00:04	01:09	05:05
05:28	00:03	00:54	03:35
07:17	00:03	00:46	05:36
06:12	00:05	00:49	05:00
07:48	00:10	00:44	06:06
06:58	00:08	01:01	04:52
06:09	00:04	01:01	04:23
06:41	00:09	00:53	05:08
07:18	00:05	00:43	05:39
08:59	00:04	00:51	07:09
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06:19	00:03	01:12	04:24
05:29	00:04	00:47	03:52

# 4th QUARTER REPORT: FY 2013

## All Emergency Response

Dispatches	490			Aborts	In County	Out of County
Flight Hrs	223.6			Cancelled	52	26
TC Transports	52	EMS Cancelled		Mechanical	1	2
OOO Transports	104	Missed Busy	In Co / Out Co	Weather	4	9
Total Transports	156	0	31 / 20	Total	57	37

Response Type	Dispatches	Aborts	Missions	% - Missions to Dispatch	Flight Hrs	% of Total Flight Hours
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### Travis County Responses

EMS	97	43	54	55.7%	27.6	12.3%
Rescue	29	22	7	24.1%	8.8	3.9%
Law Enfor.	4	1	3	75.0%	1.8	0.8%
Fire	2	0	2	100.0%	4.1	1.8%
<b>Sub -Total</b>	<b>132</b>	<b>66</b>	<b>66</b>	<b>50.0%</b>	<b>42.3</b>	<b>18.9%</b>

### Out of County Responses

EMS	130	30	100	76.9%	97.4	43.6%
Rescue	8	7	1	12.5%	3.0	1.3%
Law Enfor.	0	0	0	N/A	0.0	0.0%
Fire	3	0	3	100.0%	5.8	2.6%
<b>Sub -Total</b>	<b>141</b>	<b>37</b>	<b>104</b>	<b>73.8%</b>	<b>106.2</b>	<b>47.5%</b>

### All Responses

EMS	227	73	154	67.8%	125.0	55.9%
Rescue	37	29	8	21.6%	11.8	5.3%
Law Enfor.	4	1	3	75.0%	1.8	0.8%
Fire	5	0	5	100.0%	9.9	4.4%
<b>Total</b>	<b>273</b>	<b>103</b>	<b>170</b>	<b>62.3%</b>	<b>148.5</b>	<b>66.4%</b>

### Other Missions

Operations	151				24.4	10.9%
Repositon	2				0.4	0.2%
Maintenance	13				9.3	4.2%
Public Relations	14				6.0	2.7%
Training	37				35.0	15.7%
<b>Sub -Total</b>	<b>217</b>				<b>75.1</b>	<b>33.6%</b>

<b>TOTAL MISSIONS</b>	<b>490</b>				<b>223.6</b>	<b>100.0%</b>
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Auto Launches	MPD P1	MPD P2	MPD P3	MPD P4	MPD P5	Transports	% of Total
55	8	32				20	36%

PCRs	CC Reviews	% CC Reviews	MD Reviews	% MD Reviews	Exceptions*	Investigations**
301	301	100%	3	1%	1	2

\*Exceptions = Unique/seldom occurring circumstances requiring a more indepth review, including crew interviews, to determine if appropriate actions were taken

\*\*Investigations = COG/protocol compliance were not adhered requiring a more indepth review, including crew interviews, to determine reason

# 3rd & 4th QUARTER REPORT: FY 2013

## All Emergency Response

Dispatches	1018			Aborts	In County	Out of County
Flight Hrs	442.9			Cancelled	108	46
TC Transports	92	EMS Cancelled		Mechanical	1	3
OOO Transports	207	Missed Busy	In Co / Out Co	Weather	9	31
Total Transports	299	2	69 / 40	Total	118	80

Response Type	Dispatches	Aborts	Missions	% - Missions to Dispatch	Flight Hrs	% of Total Flight Hours
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### Travis County Responses

EMS	195	91	104	53.3%	53.4	12.1%
Rescue	56	41	15	26.8%	16.5	3.7%
Law Enfor.	8	2	6	75.0%	4.5	1.0%
Fire	3	0	3	100.0%	4.3	1.0%
<b>Sub -Total</b>	<b>262</b>	<b>134</b>	<b>128</b>	<b>48.9%</b>	<b>78.7</b>	<b>17.8%</b>

### Out of County Responses

EMS	268	74	194	72.4%	186.3	42.1%
Rescue	14	7	7	50.0%	7.7	1.7%
Law Enfor.	2	0	2	100.0%	1.1	0.2%
Fire	5	1	4	80.0%	7.1	1.6%
<b>Sub -Total</b>	<b>289</b>	<b>82</b>	<b>207</b>	<b>71.6%</b>	<b>202.2</b>	<b>45.7%</b>

### All Responses

EMS	463	165	298	64.4%	239.7	54.1%
Rescue	70	48	22	31.4%	24.2	5.5%
Law Enfor.	10	2	8	80.0%	5.6	1.3%
Fire	8	1	7	87.5%	11.4	2.6%
<b>Total</b>	<b>551</b>	<b>216</b>	<b>335</b>	<b>60.8%</b>	<b>280.9</b>	<b>63.4%</b>

### Other Missions

Operations	312				52.0	11.7%
Repositon	5				1.1	0.2%
Maintenance	32				19.7	4.4%
Public Relations	31				11.8	2.7%
Training	87				77.4	17.5%
<b>Sub -Total</b>	<b>467</b>				<b>162.0</b>	<b>36.6%</b>

<b>TOTAL MISSIONS</b>	<b>1018</b>				<b>442.9</b>	<b>100.0%</b>
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Auto Launches	MPD P1	MPD P2	MPD P3	MPD P4	MPD P5	Transports	% of Total
115	20	70	1	0	1	42	37%

PCRs	CC Reviews	% CC Reviews	MD Reviews	% MD Reviews	Exceptions*	Investigations**
565	565	100%	5	1%	1	4

\*Exceptions = Unique/seldom occurring circumstances requiring a more indepth review, including crew interviews, to determine if appropriate actions were taken

\*\*Investigations = COG/protocol compliance were not adhered requiring a more indepth review, including crew interviews, to determine reason

# ANNUAL REPORT: FY 2013

## All Emergency Response

Dispatches	1953			Aborts	In County	Out of County
Flight Hrs	887.2			Cancelled	195	95
TC Transports	182	EMS Cancelled		Mechanical	2	4
OOO Transports	396	Missed Busy	In Co / Out Co	Weather	23	93
Total Transports	578	4	139 / 82	Total	220	192

Response Type	Dispatches	Aborts	Missions	% - Missions to Dispatch	Flight Hrs	% of Total Flight Hours
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### Travis County Responses

EMS	369	187	182	49.3%	101.9	11.5%
Rescue	79	50	29	36.7%	26.6	3.0%
Law Enfor.	18	5	13	72.2%	10.5	1.2%
Fire	6	0	6	100.0%	7.9	0.9%
<b>Sub -Total</b>	<b>472</b>	<b>242</b>	<b>230</b>	<b>48.7%</b>	<b>146.9</b>	<b>16.6%</b>

### Out of County Responses

EMS	570	181	389	68.2%	381.3	43.0%
Rescue	24	14	10	41.7%	13.5	1.5%
Law Enfor.	6	2	4	66.7%	4.9	0.6%
Fire	10	2	8	80.0%	11.1	1.3%
<b>Sub -Total</b>	<b>610</b>	<b>199</b>	<b>411</b>	<b>67.4%</b>	<b>410.8</b>	<b>46.3%</b>

### All Responses

EMS	939	368	571	60.8%	483.2	54.5%
Rescue	103	64	39	37.9%	40.1	4.5%
Law Enfor.	24	7	17	70.8%	15.4	1.7%
Fire	16	2	14	87.5%	19.0	2.1%
<b>Total</b>	<b>1082</b>	<b>441</b>	<b>641</b>	<b>59.2%</b>	<b>557.7</b>	<b>62.9%</b>

### Other Missions

Operations	574				97.4	11.0%
Repositon	8				1.5	0.2%
Maintenance	44				23.7	2.7%
Public Relations	56				21.2	2.4%
Training	189				185.7	20.9%
<b>Sub -Total</b>	<b>871</b>				<b>329.5</b>	<b>37.1%</b>

<b>TOTAL MISSIONS</b>	<b>1953</b>				<b>887.2</b>	<b>100.0%</b>
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Auto Launches	MPD P1	MPD P2	MPD P3	MPD P4	MPD P5	Transports	% of Total
237	20	70	1	0	1	97	41%

PCRs	CC Reviews	% CC Reviews	MD Reviews	% MD Reviews	Exceptions*	Investigations**
1093	1093	100%	12	1%	2	5

\*Exceptions = Unique/seldom occurring circumstances requiring a more indepth review, including crew interviews, to determine if appropriate actions were taken

\*\*Investigations = COG/protocol compliance were not adhered requiring a more indepth review, including crew interviews, to determine reason